

ACCESSLINE
digital **PHONE SERVICE**



Owner's Manual V.1.1

ACC 1068- PUG

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1 Introduction

Congratulations on purchasing the AccessLine DPS FLEX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new DPS FLEX phone system and service.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES

Conformance

This equipment is designed for use in the United States.

This equipment complies with the following standards:

FCC Part 15, Subparts B, C, D

FCC Part 68

UL60950

Analog extension ports: TNV3

CO port: TNV3

ADSL port: TNV3

Power fail port TNV3

LAN/WAN ports SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
 - Read and understand all instructions.
 - Follow all warnings and instructions marked on the product.
 - Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
 - Do not use this product near water (for example, in a wet basement).
 - Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
 - Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should

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never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company.
- The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions.
 - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - If the product has been dropped or the cabinet has been damaged.
 - If the product exhibits a distinct change in performance.
- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

CAUTION

**Use only 26 AWG line cord or larger for
Central Office line connections.**

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

Customer Owned Coin/Credit Card Phones

To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C

Systems

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

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Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

Automatic Dialers

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment

The software contained in DPS FLEX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.

Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory

It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR VERTICAL CORDLESS TRANSMITTER AND CORDLESS PHONES

FCC Information

This equipment complies with Part 15 of the FCC rules and Part 68 of the FCC rules, and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). Located on the equipment is a label that contains, among other information, the FCC registration number, and the ringer equivalence number (REN). If requested, this information must be provided to the telephone company. The REN is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To ascertain the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If such advance notice is not practicable, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe this is necessary.

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The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice to enable you to make the necessary modifications in order to maintain uninterrupted service. If the trouble is causing harm to the telephone network, the telephone company may request you to disconnect the equipment from the network until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local strikes of lightning and other electrical surges.

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Consumer Information

- a) This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:T7HCT8010. If requested, this number must be provided to the telephone company.
- b) An applicable certification jacks Universal Service Order Codes (USOC) for the equipment is provided (i.e., RJ11C) in the packaging with each piece of approved terminal equipment.
- c) A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA.
- d) The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

Additional FCC Information

- a) If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

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- b) The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
 - c) Should you experience trouble with this equipment, please contact your Service Provider for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
 - d) Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.
 - e) Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
 - f) NOTICE: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this 1.9GHz DECT Product for VoIP and PSTN does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
 - g) This equipment is hearing aid compatible.
NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

Applicable for Coin or Pay Phone Only

To comply with state tariffs, the telephone company must be given notification prior to connection for customer-owned coin or credit card phone. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Important Safety Information

Charge the battery or handset only in combination with CP2002 Charger and the SALOM SSW-1444US adapter that comes with the product. Plug the SALOM SSW-1444US AC/DC adaptor in a wall outlet socket near the equipment for easy access/removal of the AC/DC adaptor.

Important Battery Information

This product uses rechargeable Lithium-ion batteries 3.7V, 650mAh. Only use batteries that come with the handset or dedicated spare batteries marked with "Battery Pack 3.7V 650mAh Li-ion". Do not use any other type, since this may present a risk of leakage, fire, explosion or other hazardous situation. For battery replacement or removal please remove the battery cover of the handset. Never disassemble, customize or short-circuit batteries. Do not place battery in fire or heat the battery. Charge the battery or handset only in combination with CP2002 Charger and the SALOM SSW-1444US adapter that comes with the product.

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Sensitive Electronic Environment

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the chances for interference are very small. Research proves that operational DECT phones normally don't influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less than 10cm) to this kind of equipment, even in standby mode. Please also use the other documentation supplied with the various parts of your telephone system.

Product Disposal Information

Disposal of electrical and electronic products in countries outside the European Union should be done in line with the local regulations. If no arrangement has been made with Vertical Communications or your supplier, please contact the local authorities for further information.

Battery Disposal Information

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

Regulatory Information

Interference Information:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

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-
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Privacy of communications may not be ensured when using this phone.

Exposure to Radio Frequency (RF) Signals:

This wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003".

CAUTION: To maintain the compliance with the FCC's RF exposure guideline, place the base unit at least 20 cm from nearby persons. For body worn operation, this handset has also been tested and meets the FCC RF exposure guideline when used with the Vertical belt clip supplied for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Hearing Aid Compatibility (HAC/VC):

This handset meets the FCC standard for Hearing Aid Compatibility.

FCC Identifier: ELIRTX3080
Name of Grantee: RTX America Inc.
Date Granted: 9/23/05
Grant Number: R0508295-4
Equipment Class: Part 15 Unlicensed PCS portable Tx
held to ear
Notes: RTX3080.32
FCC Rule Parts: 15D
Frequency Range: 1921.54-1928.45MHz

UL Identifier: E253011-A4-UL-1
Date Granted: 11/15/05

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Using this Document

Notational conventions

Acronyms are defined the first time they appear in the text.
The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.
Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Provides clarifying or non-essential information on the current topic.



Explains terms or acronyms that may be unfamiliar to many readers. These terms are also included in the Glossary.



Provides messages of high importance, including messages relating to personal safety or system integrity.

Basic Requirements

The DPS FLEX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Adapters to connect Desk Phones to the optional Base Unit wirelessly.

In order to use all the features of the DPS FLEX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP

2 Getting to know your DPS FLEX system

Before you Begin Your Installation

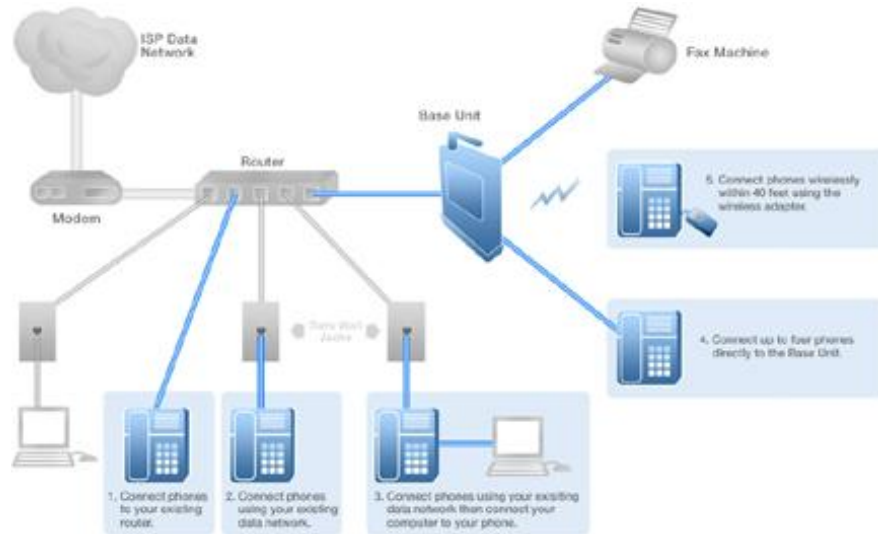
The DPS FLEX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Base Unit and Wireless Adapters to connect Desk Phones to the Base Unit wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

1. **Make sure you have received all of your phones and optional equipment**
2. **Go to www.accessline.com/login. Enter your login name and password to the Admin Portal**
3. **Activate your phone lines**
4. **Install your phones and optional equipment**

You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased. The diagrams below describes options for setting up the phone system.

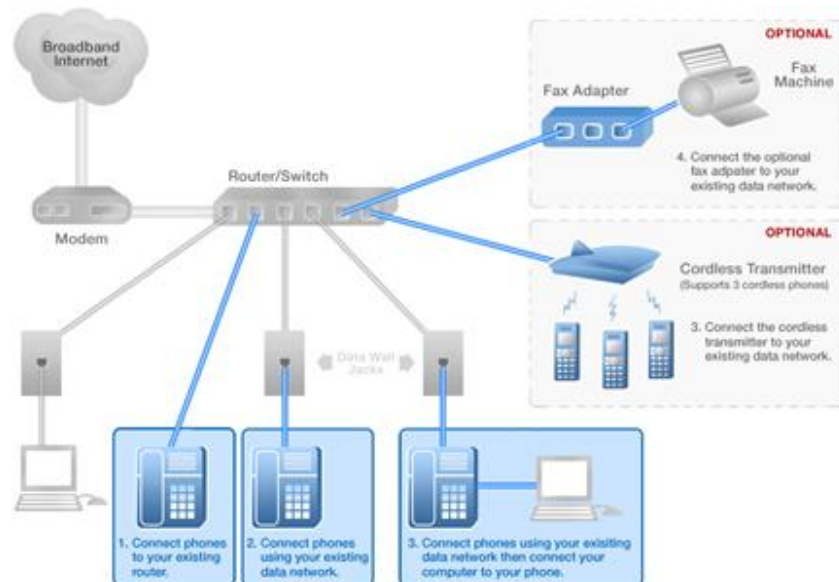
Shared Lines:

This diagram depicts the setup options for a Shared Line system. Shared Line systems require the optional Base Unit. The Base Unit provides the ability to have more phones than phone lines as well as the ability to use an existing fax machine. By purchasing the optional Wireless Adapters you may also connect Desk Phones wirelessly.



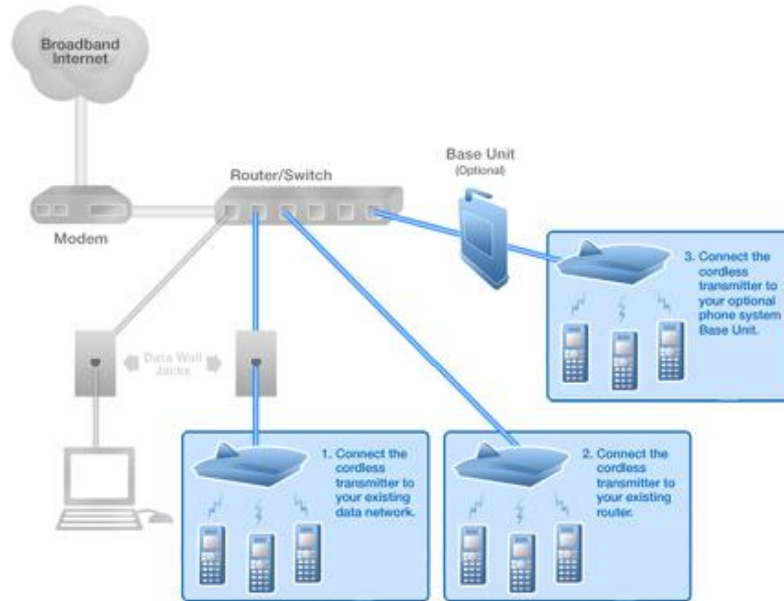
Single Line Phones:

This diagram depicts the setup options for Stand Alone Phones. Stand Alone Phones require you to purchase one phone line per phone (each phone can handle two simultaneous calls). You may have one or more phones at a given address.



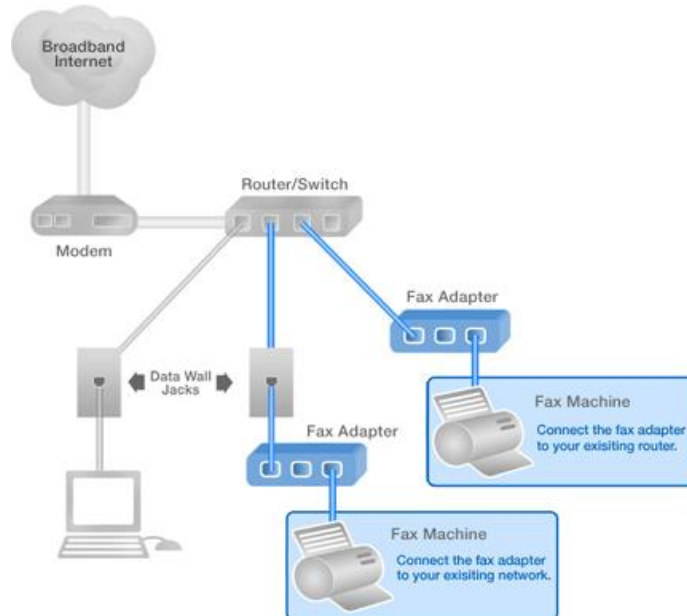
Cordless Phones:

This diagram depicts the setup options for Cordless Phones. Cordless phones can be used in conjunction with Shared Line Phones and the optional Base Unit or they can be installed as Stand Alone Phones.



Fax Adapter:

This diagram depicts the setup options for the Fax Adapter. The Fax Adapter allows you to use your existing fax machine with the AccessLine DPS service.

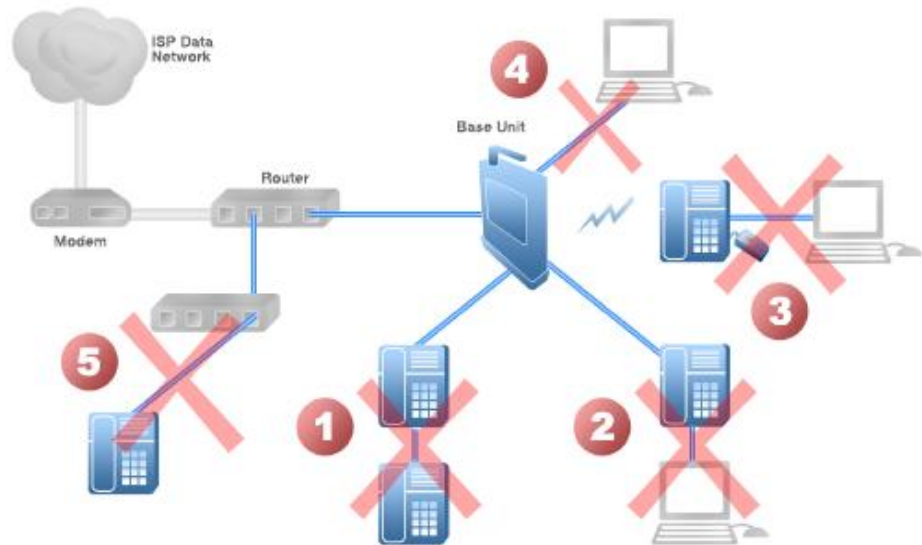


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Setup Options that are not supported

The following setup options ARE NOT supported:



- 1- Connecting one phone to another
- 2- Connecting a phone to the base unit then connecting a PC
- 3- Connecting a phone to the base unit wirelessly and then connecting a PC
- 4- Connecting a PC to the base unit
- 5- Connecting a phone to a router that is connected to another router

Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received and email from AccessLine with the phone numbers and extensions associated with each enhanced services such as an Auto Attendant or WebFax. You may also log into your Admin Portal at www.accessline.com/login to view a list of your phone numbers and extensions.

3 Installing your DPS FLEX Phone System

Installing the Optional Base Unit

The Optional Base Unit allows you to:

- Have more phone than phone lines, also called Shared Lines
- Connect to an existing fax machine without purchasing an additional fax line
- Use the optional Wireless Adapters to connect Desk Phones wirelessly
- Connect one existing phone line

When selecting the location for the Base Unit please consider the following:

- Distance from your existing router - You will need to connect the Base Unit to your router with the 10' WAN cable (one is supplied).
- The range of the optional wireless adapters for the Desk Phones is 40 feet and should be considered to ensure you have satisfactory coverage.

1. Assemble the Base Unit

Screw the Wi-Fi antenna (found inside the cardboard tube just below the hinge of the box) into the top of the base unit and attach the stand to the bottom of the base unit. Stand the antenna straight up for optimal coverage.



2. Connect the Base Unit to your Existing router
Use the Blue WAN Cable and connect one end to the To Router port (located at the top of the base unit). Connect the other end of the blue WAN cable to an unused LAN port on the back of your existing router or modem/router.



3. Connect power to the Base Unit
Use the included power cord and plug one end into the red "Power In" port on the back of the Base Unit and the other into the wall outlet. To turn the Base Unit on, use the power switch at the bottom and move it to the "On" position.



Connecting a Fax Machine to the Optional Base Unit

The DPS FLEX phone system allows you to plug in your fax machine and receive and send faxes without having a separate fax line. Plug the existing phone cord from your fax machine into the yellow port on the back of the base unit marked "Fax".

NOTE- If you are having trouble sending or receiving faxes, please refer to "Using A Fax Machine" on page 40



Connecting your Existing Phone Line(s)

Skip this section if you do not intend to use an existing phone line

You may connect one existing phone line (called CO line) into the DPS FLEX phone system. This is generally done when you first receive the system and are in the process of porting the phone number on that line to AccessLine. This way, you can continue to use that phone number and phone line with the DPS FLEX phone system until the number has been ported. To do so, plug the existing phone line into the orange line port labeled CO Line 1 on the back of the base unit.



Note

Any call coming in on any CO line will always ring at extension 100



Front Panel

The front panel contains lights called Light Emitting Diodes (LEDs) that indicate the status of the DPS FLEX phone system.



Xcelerator IP Status Lights

Internet Connection Status

Phone Extension Status

PSTN Line Status

Fax Line Status

WLAN Status

Power Status

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Installing Desk Phones

Desk Phones can be installed in the following ways

- You may connect up to 4 Desk Phones to the Optional Base Unit
- You may connect Desk Phones Wirelessly to the Optional Base Unit with the Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

1. Assemble the Desk Phones


Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the side of the phone labeled  (there is a handset port and a headset port)



2. Connect the Desk Phone

For your convenience, you have four options to connect your Desk Phones. You may use any or all of them


Option 1: Connect Desk Phones using your existing data network

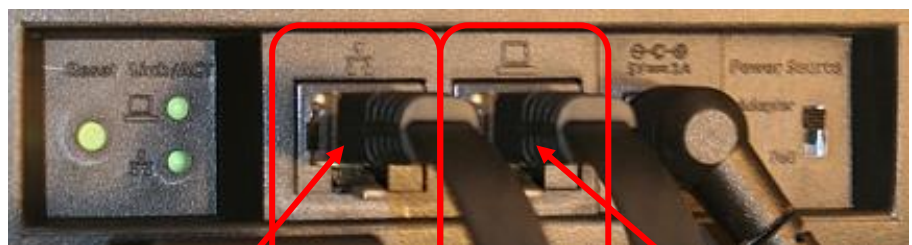
Use the included phone cord and connect one end into the port on the back of the phone labeled  and connect the other end into any data port on your network (router, switch or wall jack).



To your router or wall jack

Option 2: Connect Desk phones using your existing data network then connect the phones to your computer


If you already have a computer using a wall data jack or router/switch port, unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled .

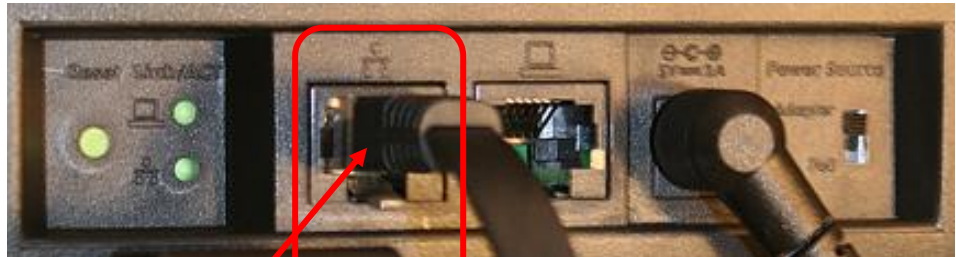


To your router or wall jack

To your PC

Option 3: Connect up to 4 phones directly to the Base Unit.

Use the included phone cord and connect one end into the port on the back of the phone labeled  and connect the other end into one of the four green phone ports on the back of the base unit.



To the Base Unit




From the phone

Option 4: Connect phones wirelessly within 40' using the Wireless Adapter

The wireless adapter allows a desk phone to be used without a cord connecting it to the base unit. The range of the wireless adapter is 40 feet from the base unit.

The wireless adaptor has its own power supply. Plug the phone's power cord into the short "power in" cord on the wireless adapter and then into the wall outlet. Then,

1. Plug the included LAN cable into the Wireless Adapter
2. Plug the other end of the LAN cable into the back of the phone using the  port.
3. Plug the Wireless Adapter long power cord into an outlet



Note

To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.



3. Connect Power to the Desk Phone

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.



Note

To the right of the power plug is a switch marked Power Source. The switch position must be set to Adapter. POE is not supported.

Setting up the Stand

To setup the stand for the Desk Phone, refer to the following steps and the associated illustration to setup the stand of the Desk phone.

Step A Move the big U-type frame (4) downward.

Step B Move the big U-type frame (4) downward to the flat level. The small U-type frame (5) will get flat concurrently.

Step C Move the U-type leg (3) upward.

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Step D Seat the U-type leg (3) onto the big U-type frame (4) at about a 30°-angle position.

-Or-

Step E Pull-in the U-type leg (3) and seat it at about a 45°-angle position in the big U-type frame (4).

-Or-

Step F Pull-in the U-type leg (3) and seat it at about 60°-angle position in the big U-type frame (4).



Wall-mounting a Desk Phone

The IP phone can be used on the desktop or mounted on a wall. Print the screw alignment template (on the next page) and tape it on the wall to position the 3 screws provided at the right place for the mount-holes on the phone.

Before mounting the IP phone to the wall, detach the handset and curled cord from the IP phone, then perform the following steps:

Step A On the back of the phone, find the latch (3) on the U-type leg and remove it.

Step B Remove the other latch (4).

Step C Remove the U-type leg (1). Retain the leg (1) and latches (2) for possible reuse in a desktop mode.

Step D Seat the big U-type frame onto the back of IP phone.

Step E Re-check that the power source switch is in the correct position.

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Connect all cables to the jacks on the phone, and then mount the phone's holes (5 top, 6 left and 7 right) to the screws on the wall.

Step F Under the hook switch, find and press the cradle latch (8) to let it down. Then hang up the handset and re-attach the curled cord.



Installing Cordless Phones

Cordless Phones can be installed in the following ways

- Cordless Phones can be used with or without the Optional Base Unit
- You may use up to 3 Cordless Phones per Cordless Transmitter.

Connecting the Cordless Transmitter:

1. Open the Cordless Transmitter box and remove the Cordless Transmitter, Power Adapter, and black Ethernet cable.

Connect one end of the black Ethernet cable to the LAN connector on the rear of the Cordless Transmitter.



2. Connect the other end of the black Ethernet cable to any free port on your existing router or anywhere on your existing data network.

3. Connect the Cordless Transmitter power adaptor to the "DC 9-20V" connector at the rear of the Cordless Transmitter, and then plug the power adaptor into a power outlet.



Note

The connector labelled "LINE" at the rear of the Cordless Transmitter is not used. Do not connect anything to this connector.

Setting up the Cordless Phones

4. Open each Cordless Phone box and remove the Cordless Phone, Power Adapter, Battery, and Handset Cradle.

5. Connect the Cordless Phone Cradle power adaptor to the power connector on the rear of the phone cradle, and then plug the power adaptor into a 120 VAC power outlet.



6. Insert the battery at an angle so that the metal contacts on the battery line up with the metal contacts in the phone. Press down to secure the battery in place.



7. At an angle, insert the tabs at the top of the battery door into their slots. Then press down so that the other six tabs click into their respective slots. It may take a bit of pressure.



8. Install the optional Belt Clip by inserting the rounded end of the Belt Clip Cover removal tool into the slot on the top of the phone. Slide the cover upwards. Then, slide the Belt Clip down where you removed the cover.



9. Place each Cordless Phone into its cradle. The handset will automatically power up, and the display will flash the message "Registering to Gateway". This will also begin to charge the battery. It is recommended that you charge the battery fully before first use. **This takes approximately 10 hours.**



Note

You may see the message "*Please place handset in charger to start auto registration with the gateway. Restart the gateway to enable the registration mode*". If so, you will need to remove the handset from its cradle for a few seconds and then return it to its cradle. The display will then flash the message "*Registering to Gateway*".

Registering Cordless Phones:

9. Momentarily depress the reset button on the rear of the Cordless Transmitter. This will place the transmitter into "handset registration mode", allowing it to automatically register with the new Cordless Handsets for a period of 5 minutes.



Within a few minutes the Cordless Phone(s) should complete their registration with the Cordless Transmitter and the phone's display will show the extension number assigned to that phone.

Installing a Fax Adapter

Fax Adapters are used to connect your existing fax machine to the AccessLine Network

- You may connect your Fax Adapter directly your existing router
- You may connect your Fax Adapter to any data jack on your existing data network

1 . Connecting Your Fax Machine

Using your existing fax machine and fax cord, plug the cord from the fax machine into the “PHONE 1” port on the back of the fax adapter.



Note

Phone 2 port has been disabled.



2. Connecting Your Ethernet Cable

Connect the included Ethernet network cable to the “INTERNET” port of the Fax Adapter. Connect the other end to a free Ethernet port on your router.



3. Connecting Power

Slide the plug-end into the power adapter. Then connect the power adapter to the “POWER” port on the back panel of the Fax Adapter. Connect the other end to a standard electrical outlet.

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When the LED lights on the Phone Adapter are solidly lit green, you are ready to send and receive faxes.



Note

- If your fax machine has an “ECM” (Error Correction Mode) feature, please disable this function.
- Check your fax machine’s speed (sometimes called “Baud Rate”), and set it to 9600 or lowest possible speed.

Activating the Service

Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to www.accessline.com/login and enter your Administrator Portal login name and password



2. On the 1st screen, click “Activate Phone Lines” button



NOTE- You will activate all of your lines at once, so if there is no "Activate Lines" button, then you have already activated the lines.

3. Using Your DPS FLEX phone system

System Description

- The DPS FLEX phone system supports up to 100 phones
- By using the optional Base Unit, you may purchase more phones than phone lines to increase your savings
- You can have as few as one phone at an address
- Cordless phones can be used in conjunction with a Base Unit or can be installed stand alone
- Through your Admin Portal, you can view information and make changes to phone system

Getting Started

This section of your Owner's Manual is your guide to using the DPS FLEX phone system and its features. It also explains how to program system settings for your Desk Phones and Cordless Phones.

Desk Phone

Introduction to your Desk Phone

The Desk Phone is a fully-featured business phone with a host of useful features designed to make your business communications more efficient.

It features a 3-line display that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.

Some system settings are programmed through your Admin Portal website while others are programmed through the phone. The Desk Phone is equipped with a speakerphone, so you can make calls, receive calls and use its features without lifting the handset.



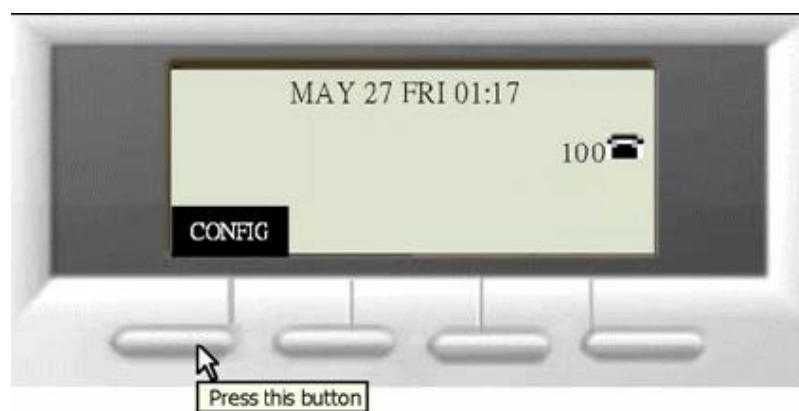
Using the Desk Phone display

The Desk Phones' display presents various prompts and information, and provides selectable options to the extension user.

Read this section to learn how to navigate in the menus of your Desk Phone.

You can use the LCD menus to configure most settings of your Desk Phone.

Press the LEFT soft key to start the menu selection process.



This is the first display shown when you press the LEFT soft key.




Navigate in the Menu

Use the Navigator Control  key to scroll to the desired item.



Press the checkmark (OK)  key to select the appropriate item.



Pressing the checkmark (OK)  key again will confirm and save the setting of the item you selected, and cause you to return to the previous menu. Thereafter, the menu will roll back to the upper level of the menu tree. You can also press the LEFT arrow of the Navigator Control key to roll back to the upper level of the menu tree without causing the system to resave.

Numeric and Alpha Characters

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You can enter numeric or alphabetic characters in certain menus, such as in the Phone Book. When you are on a menu that accepts characters, you will see "ABC" above the left soft key. Press the LEFT soft key to cycle through the options of ABC, 123, and abc. These options represent characters in upper case, numeric digits, and characters in lower case. While entering an item, you can switch between the three options to use upper and lower case characters as well as numbers.

To enter alphabetic characters, select ABC or abc with the LEFT soft key, then continue to press the dial pad button that has the character you want until the desired character appears. The display will cycle through all of the characters associated with that button.

Saving the Configuration

Some changes are saved immediately as you change settings. All settings will be saved when you leave the Menus. You will see "Saving change ... please wait" on the display.



Using the Speakerphone Key

You can use the Speakerphone Key to have a conversation without having to lift the handset. Press the Speakerphone Key to go off-hook, as if the handset were lifted with the Desk Phone speaker and microphone replacing the handset. Pressing the key again goes back on-hook, as if the handset were replaced. You may also use the Desk Phone with a headset.

The Speakerphone key has a green light, which is lit whenever the Speakerphone Key has been pressed to go off-hook or to turn on the speaker.

Volume Adjustment Using the Volume Keys on the Phone

Use the Volume Control button to adjust the volume of calls. The Volume Control button is used under the following conditions:



When using the handset ... use the Volume Control button to adjust the volume level that you experience when using the handset.

When using speakerphone mode ... use the Volume Control button to adjust the volume level that you experience when using the speakerphone.

When using a headset ... use the Volume Control button to adjust the volume level that you experience when using the headset..

When the phone is ringing ... use the Volume Control button to adjust the ringing volume.

For more volume adjustment features, see Additional Volume Adjustments on page **38**



Note

The Volume level increases/decreases by one step for every press of the Volume Key.













Using the Mute Key





The Mute Key can be pressed when you are using the handset or in Speakerphone Mode. When pressed, the other person on the call cannot hear you. The Mute Key has a red light, which is lit when Mute is active.

The Ringing / Message Waiting Light:

There is a red light on the top of the Desk Phone. This light flashes when there is an incoming call. It also lights up when a voice message has been left in your Voice Mailbox.

Using the Function Keys

Phone Button	What it Does
	Press this button to setup your voicemail box, enter a personal greeting for your callers, or to listen to your voice messages. See the Desk Phone user guide for instructions on how to use the voicemail system.
	Press this button to view your personal phone book. See the Desk Phone user guide for instructions on how to add, edit, and use the personal phone book.
	Press this button to redial the last number.
	Press this button to forward a call to another internal extension or another phone number outside of the office.
	Press this button to conference calls together.
	Press this button to turn the speakerphone on or off.
	Press this button to mute and unmute the microphone on the speakerphone and the handset.
	Press this button to put an active call on hold; pressing this button again while the call is on hold will make it active again
	Press any of these 4 buttons to park a call. Once the call is parked, the same button on all other Desk Phones in the same Call Park Group will start flashing green. To pick up a parked call, anyone using a phone in the same Call Park Group will press the flashing button to be connected with the parked call.
	Press this button to use a headset. You need to plug in a headset to use this feature. There is a headset jack on the left side of the phone right next to where the curly handset cord plugs in.
	These are the phone navigation buttons.
	This is the “accept” button for actions on the phone navigation keys.

Phone Button	What it Does
	This is the “left” navigation button.
	This is the “top” navigation button.
	This is the “bottom” navigation button.
	This is the volume control; it controls the volume for the ringer, the speakerphone, and the handset and headset volume. Pressing the “+” key raises the volume and pressing the “-” lowers the volume.

Desk Phone– Basic Call Features

Placing and Answering Calls


Answering a call

Each phone has been assigned a phone number from AccessLine. When that phone number is dialed, the phone associated with that phone number will ring.

Answer a call that is ringing on the Desk Phone using the handset:

1. Pick up the handset

Answer a call that is ringing on the Desk Phone using speakerphone

1. Press the speakerphone key  or the “Answer” softkey under the display

Placing a call

You may dial 7, 10, 11-digit phone numbers or international phone numbers. Additionally, you may call any other 3-digit extension.

Make an external call

1. Pick up the handset or use the speakerphone button
2. Dial the number

Make an internal call

1. Pick up the handset or use the speakerphone button

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-
2. Dial the extension number



You do NOT need to dial 9 to make a phone call.

Handling Multiple Calls

You can make or receive two simultaneous phone calls on your Desk Phone. These can be two different phone calls or the calls can be joined in a conference. If you are on a call and have another call on hold, or you are on a conference with two callers, the third call will be sent to your voicemail box.

Answering a second call

If you are on a call and another call comes in to your phone you will hear a tone from the phone and see the word “calling” on the top line of the display. The Line 2 soft key will flash in the lower right of the LCD display. There are two ways to answer the second call:

Method 1

1. Place the first call on hold AND at the same time answer the second call by pressing the button associated with the Line 2 softkey
2. Once you have done this, the soft key will say “Line 1”. Press the softkey again to place the second caller on hold and at the same time return to the first caller.

Method 2

1. Place the first call on hold by using the hold key or use the hold soft key below the display
2. Press the down arrow to view the second call on the display screen. The phone will begin ringing
3. Answer the call by using the answer soft key or by picking up the handset
4. You may switch between calls by using the up and down arrows and using the resume soft key to connect to that call

Placing a second call

While on a call, you may place that call on hold and make a second call. There are two ways to place a second call:

Method 1

1. Place the first call on hold AND at the same time get dial tone to make the second call by pressing the button associated with the Line 2 softkey on the lower right of the LCD screen
2. Dial the 10-digit phone number or 3-digit extension number

-
3. Once you have done this, the soft key will say "Line 1". Press the softkey again to place the new party on hold and at the same time return to the first party.

Method 2

1. Press the Line 2 soft key. This will place your caller on hold
2. Dial the phone number or 3-digit extension number. You will be connected to that party
3. You may switch between calls by using the Line1/2 soft key using the resume soft key to connect to that call




If a number on an incoming call matches a number in the system speed dial list, the name in the list will be displayed.

Call Hold

To place a call on hold

When you place a call on hold, the caller will be presented with the standard phone system hold music.

1. While on the call press the Hold key  or select the "hold" soft key the display. When an external call is placed on hold, the caller is presented with hold music.
2. To retrieve the call, press the Hold key or the soft key under the RESUME display.



If an extension has two calls on hold, use the up or down arrow keys to select the line then press the "resume" soft key to connect to that party.


Call Transfer

To Transfer a call

You can transfer calls from your Desk Phone to another Desk Phone in your office or to any other phone number outside your office. For example, if you receive a call from a coworker in the office, you can transfer that call to another coworker in the office or on his cellular phone outside the office. You can make both supervised and unsupervised call transfers. A supervised call transfer is when you wait until the other party answers and you tell them you want to transfer a call to them. An unsupervised call transfer is when you just transfer the call without waiting to tell the other party you want to transfer a call to them.




To Do an Unsupervised Call Transfer- Used when you have one OR two calls on your phone.

Note: The following instructions assume you are on a call and that your phone only has one call active.

1. Press TRANSFER key 
2. Your caller will be placed on hold
3. When you hear the dial tone, dial the desired extension number or phone number
4. Once the call has transferred, your line will hang up and the extension you transferred to will ring and connect to your caller. Do not hang up the phone until the line has disconnected.

To Do a Supervised Call Transfer- Used when you have ONLY ONE call on your phone

Note: The following instructions assume you are on a call and that your phone only has one call active.

1. Place the caller on hold by pressing the hold key 
2. Press the down arrow  to access a second line
3. When you hear the dial tone, dial the desired extension number or phone number you wish to transfer the call to.
4. Announce the call to the new party
5. To initiate the transfer, press TRANSFER key 
6. Your line will hang up and the extension you transferred to will ring and connect to your caller




Note

Transferring an external call to an external number ties up two lines. If you wish to avoid tying up two lines, please refer to "If you phone has 2 calls active, please refer to "Using Network-based Call Transfer"

Call Transfer to Voicemail

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. Receive or place a call on your Desk Phone
2. Press the TRANSFER key 
3. Dial *99 followed by the extension number of the desired person. DO NOT HANG UP

-
4. Once the call has transferred to the desired voicemail box, your line will hang up. Do not hang up the phone until the line has disconnected.

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the AccessLine network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)



Note

If the transfer party does not pick up the phone, touch #6 to return to the original caller.


Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Each phone has 4 Park positions located on the far right of the phone, labeled 1 through 4. Through the Admin Portal, Call Park Groups can be created so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.


To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press any one of the 4 PARK keys  not currently in use
2. The caller will be placed on hold and you will see the word "HOLD" on your phone.

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3. The selected park button will flash on all phones in the same Call Park Group (for example if you parked a call on Park button 1, the Park button 1 will flash on your phone and all other phones in your Call Park Group)
 4. To pickup the parked call, press the flashing park button on any phone .



When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone. So, if you park one call, you may only receive/ place one more call on that phone until the parked call removed. If you park 2 calls on one phone, you cannot make or receive calls on that phone until at least one of the parked calls is picked up.

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as “Jim, you have a visitor in the lobby” or to let people know about a parked call such as “Susan, you have a call waiting on Park 2”. Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

Initiating a Page

1. Either pickup the handset or uses the speaker phone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
4. Hang up the phone when finished

Answering a Page

1. Either pickup the handset or uses the speaker phone
2. Press the “Answer” soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the “Reject” button



NOTE- If you have a call parked or on hold, either use the down arrow, pick up the handset or press the speaker phone key

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Note

before dialing 400. If you have two calls on hold/parked, you cannot use paging.

Forwarding Incoming Calls

To forward all calls from your extension








Your Desk Phone supports three types of call forwarding;

Forward all calls- Forwards all calls to the phone number or extension of your choice



Forward when busy- Forwards calls to voicemail when your phone is busy and cannot be changed

Forward when not answered- Forwards calls to voicemail when your phone is not answered and cannot be changed

Enable Forward All Calls on Your Phone



1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until "Call Forward" is displayed.
3. Press the  Key.
4. Select "Always Forward" and press the  Key.
5. Select "Toggle" and press the  key
6. "Always Forward Toggle" will be displayed. Press the up or down arrows on the navigation pad to set this option to "On"
7. Press the  Key
8. Select "Forward Number" and press the  Key.
9. Enter the phone number or extension number
10. Press the  Key.
11. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
12. Press the  Key.

Cancel Forward All Calls on Your Phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until "Call Forward" is displayed.
3. Press the  Key.
4. Select "Always Forward" and press the  Key.
5. Select "Toggle"
6. "Always Forward Toggle" will be displayed. Press the up or down arrows on the navigation pad to set this option to "Off"

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-
7. Press the  Key
 8. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
 9. Press the  Key.

Conference Calls

The Desk Phones will allow you to talk with two different people at the same time. For example, if you are on a phone call with one person and want to also talk to another person at the same time on the same call, you can join these two conversations together in a conference. If a third call comes in to your phone while you are on a conference call, you will hear a notification beep and you will have a few seconds to drop one of the calls and pick up the third call. If you don't drop one of the two active calls, the third call will be forwarded to your voicemail.

To hold an Internal Conference

1. Pick up the handset or use the speakerphone button
2. Dial the extension number and wait for the called party to answer.
3. Place that party on hold
4. Use the down arrow to access a second line
5. Dial the phone number of the next party
6. Press the Conference key to join the caller and the two parties together


To hold an External Conference

1. Pick up the handset or use the speakerphone button
2. Dial the phone number and wait for the called party to answer.
3. Place that party on hold
4. Use the down arrow to access a second line
5. Dial the phone number of the next party
6. Press the Conference key to join the caller and the two parties together

Using your Desk Phone with a headset

Your Desk Phone is equipped with a socket for a Headset located on the Desk Phone below the hand set cord. The Desk Phone will work with any amplified headset.

The following list shows you how to switch between handset, headset and speakerphone

Handset to speakerphone --You are using the handset and want to switch to speakerphone mode. Press  and place the handset on hook.

NOTE: The voice will not switch to speakerphone until you place the handset on hook.

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Handset to Headset -- You are using the handset and want to switch to the headset mode. Press the headset button and place the handset on hook.

NOTE: The call will not switch to headset mode until you place the handset on hook.

Speakerphone to Handset --You are using speakerphone mode and want to switch to the handset. Lift the handset off hook and the call will switch to the handset immediately.

Speakerphone to Headset --You are using speakerphone mode and want to switch to the headset mode. Press the headset button and the call will switch to headset mode immediately.

Headset to Handset -- You are using the headset and want to switch to handset mode. Lift the handset off hook and the call will switch to the handset immediately.

Headset to Speakerphone --You are using the headset and want to switch to speakerphone mode. Press the speaker button and the call will switch to speakerphone immediately.

Using Voicemail

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.

Messages can be retrieved from the Desk Phone, any other phone or through a personal website at www.accessline.com/login . When a message left in you voicemail box, your Desk Phone message waiting indicator will flash. Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time

1. Press the fixed key with the envelope graphic
2. Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone

1. Press the Voicemail Button 
2. Enter your PIN when prompted.
3. The system will say, "You have x new and y old voicemail messages"
4. The following options are available through the keypad

- 1** Replay message
- 2** Delete message **5** Confirm deletion
- 3** Mark message as new (Only used when listening to old messages.)
- 5** Go to next message
- 6** Forward message
- 7** Go to previous message
- 8** User Options (Change PIN, record greeting)
- 9** Place a call
- 9** ***** Return the call
- 9** ***** **1** Hear the return number
- 5** **5** Skip to old messages
- 7** **7** Go back to beginning of messages
- 0** Help

Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a Call

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Press the fixed key with the envelope graphic
2. Enter your PIN when prompted
3. Press 8 for User Options
4. Press 7 to change your PIN
5. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Press the fixed key with the envelope graphic, or dial the phone's phone number.
2. Enter your PIN when prompted or enter your PIN over the greeting.
3. Select 8 for User Options
4. Select 1 to record your Unavailable Greeting. Follow the instructions.

Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at anytime while listening to the message to forward the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Logging into your Voicemail Box via the Web

1. Go to www.accessline.com/login
2. Enter your Desk Phone Number and PIN
3. Click Login

www.accessline.com

Overview What's New? Notices & Updates Referral Program Customer Support

login account

Log into your website and manage voicemail, faxes, conference calls, call forwarding and automated attendant.

number
pin
LOG IN
REMEMBER MY NUMBER
FORGOT YOUR PIN?

AccessLine.com » Login

ccount Login
Log in to your AccessLine Voice Services account using this screen.

Once you've logged in, you can listen to/forward your voicemail, view/forward your faxes, set up conference calls, forward your incoming calls and much, much more!

Login for SmartVoice Users
If you are your company's SmartVoice administrator and wish to log into your SmartVoice Phone Service account, please [click here](#)

Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voicemail message you wish to listen to
2. The voicemail message will play through your speakers

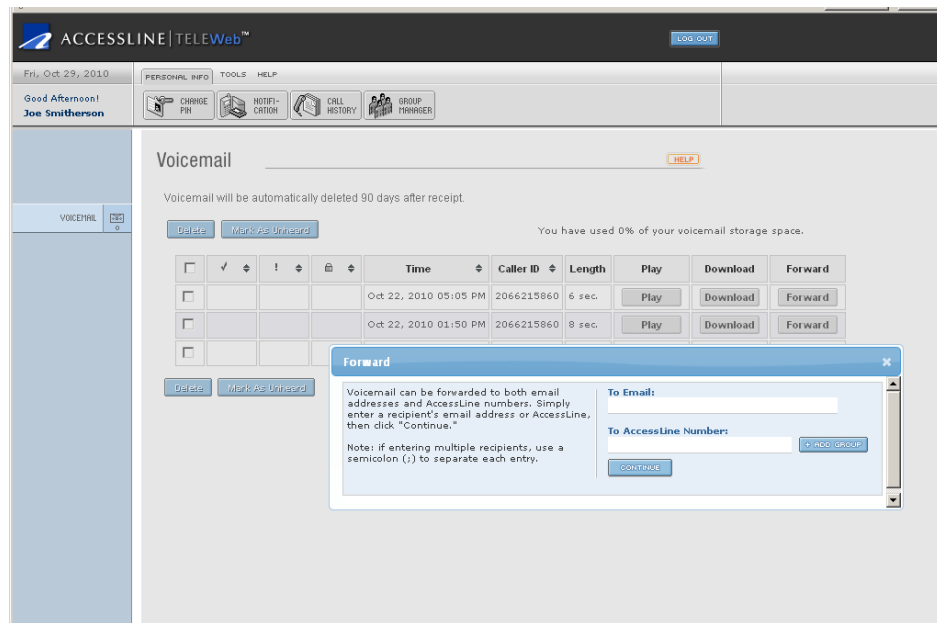
The screenshot shows the AccessLine TELEWeb Voicemail interface. At the top, there's a header with the AccessLine logo and a 'Log Out' button. Below the header, a navigation bar includes 'PERSONAL INFO', 'TOOLS', and 'HELP'. The main content area is titled 'Voicemail' and includes a 'HELP' link. A message states: 'Voicemail will be automatically deleted 90 days after receipt.' Below this, there are buttons for 'Delete' and 'Mark As Unheard'. A storage status message says: 'You have used 0% of your voicemail storage space.' A table lists three voicemail messages with columns for checkboxes, status icons, Time, Caller ID, Length, Play, Download, and Forward buttons.

<input type="checkbox"/>	✓	!	🔒	Time	Caller ID	Length	Play	Download	Forward
<input type="checkbox"/>				Oct 22, 2010 05:05 PM	2066215860	6 sec.	Play	Download	Forward
<input type="checkbox"/>				Oct 22, 2010 01:50 PM	2066215860	8 sec.	Play	Download	Forward
<input type="checkbox"/>				Oct 22, 2010 01:20 PM	2066215860	6 sec.	Play	Download	Forward

Forward Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have an AccessLine phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more AccessLine phone numbers
3. Click the Continue button



4. If you have entered email address, fill in your email address, the subject line and any message you wish to include
5. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
6. Click the Send button when finished

The screenshot shows the ACCESSLINE TELEWeb™ interface for forwarding a voicemail message. The top navigation bar includes 'PERSONAL INFO', 'TOOLS', and 'HELP'. The left sidebar shows 'Good Afternoon! Joe Smitherson' and a 'VOICEMAIL' link. The main content area is titled 'Forward Voice Mail' and includes a 'Forward Voicemail to Email' link. Below the title, there is a form for forwarding a voicemail message. The form includes fields for 'From:', 'To:', 'Subject:', and 'Message:'. The 'Delivery Method' is set to 'Attachment' with a dropdown menu showing 'WAV', 'AU', and 'VOX'. The 'Include the following footer' option is set to 'No'. The 'Urgent' and 'Private' checkboxes are unchecked. The 'SEND' and 'CLEAR' buttons are at the bottom.

VoiceMail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to www.accessline.com/login
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes

The screenshot shows the 'Notification' setup page in the AccessLine TeleWeb interface. The page has a header with the AccessLine logo and a 'LOG OUT' button. Below the header is a navigation bar with tabs for 'PERSONAL INFO', 'TOOLS', and 'HELP'. The 'PERSONAL INFO' tab is active, showing a 'Good Afternoon! Joe Smitherson' greeting and icons for 'CHANGE PIN', 'NOTIFICATION', 'CALL HISTORY', and 'GROUP MANAGER'. The 'NOTIFICATION' icon is highlighted. The main content area is titled 'Notification' and includes a 'HELP' link. It explains that notifications can be sent via email for new voicemail messages or faxes. A section titled 'Email Addresses For Message Notification' contains a text input field with the placeholder 'Yourname@emailaddress.com', a 'TEST MY SETTING' button, and a 'Characters Remaining: 134' indicator. Below this is a section for 'Unsured of your wireless device's email address?' with a dropdown menu for carrier selection. The 'Display Format' section has a dropdown menu set to 'Numeric Only'. The 'Notification Receipt Types' section has checkboxes for 'New Voicemail' and 'New Urgent Voicemail', both of which are checked. An 'OK' button is at the bottom of the form.

ACCESSLINE | TELEWeb™

Thu, Oct 28, 2010

Good Afternoon!
Joe Smitherson

PERSONAL INFO TOOLS HELP

CHANGE PIN NOTIFICATION CALL HISTORY GROUP MANAGER

Notification

Notification can send you an email alert message when you receive a new voicemail message or a fax to any email address or email enabled wireless device. You may enter multiple email addresses for message notification. By selecting the Text with Link format, the email notification message will contain a link to the voicemail or fax that you can access from your email.

Your email notification is currently **On**

Email Addresses For Message Notification

Enter the email addresses that are to receive notification of new voicemail or faxes. Separate each new entry with a semi-colon. Enter as many email addresses as you wish, providing the total number of characters including the semi-colons do not exceed 160.

Yourname@emailaddress.com

Characters Remaining: 134
Examples: name@my-email.com;10-digitnumber@vtext.com

Unsured of your wireless device's email address?
If unsure of the email address of your wireless device, select a "best guess" from the list of major carriers on the right. If your pager does not support email addressing, please contact Customer Service for an alternate solution.

TEST MY SETTING
Click the "Test My Setting" button above to verify your setup. You should receive an email notification after a short delay.

..: Please Select a Carrier:.

Display Format

Select the format of the notification email you wish to receive:

Numeric Only

Click [here](#) to see an example of a "Numeric Only" notification.

Notification Receipt Types

Select the type of message(s) you wish to be notified for:

☒ New Voicemail ☒ New Urgent Voicemail

OK Click "OK" to make your requested changes.

Done

To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person

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individually. Voicemail groups are created through your personal website.

1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
Administrator- Able to make changes to the group
Sender- Able to send to this group
Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button

Thu, Oct 28, 2010

PERSONAL INFO TOOLS HELP

Good Afternoon!
Joe Smitherson

CHANGE PIN NOTIFICATION CALL HISTORY GROUP MANAGER

Group Manager HELP

To create a Group, simply fill the information below.

Group Number:

Group Name:

Total Recipients: 1

Description: (Optional)

Import group list from your computer:

Enter Last Name or Phone Number of Person OR Group Name to be added to the list:

Group Name, Name (last,first) or Phone Number

☐ Add to Administrators ☐ Add to Senders ☐ Add to Recipients

Administrators (1)

-- no entry selected --

Joe Smitherson(2065771057)

Senders (1)

-- no entry selected --

Joe Smitherson(2065771057)

Recipients (1)








-- no entry selected --

Joe Smitherson(2065771057)

Done

Change the Number of Rings Before Voicemail Picks Up


Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. Press CONFIG button under the display
2. Use the DOWN arrow  of the navigation pad to scroll to "Call Forward"
3. Press the  Key.
4. Use the DOWN arrow  of the navigation pad to scroll to "No Answer Forward"
5. Press the  Key
6. Use the DOWN arrow  of the navigation pad to scroll to "No Answer Time"
7. Press the  Key
8. Use the BACKSP softkey to remove the number of seconds displayed. Then, enter the number of seconds your phone should ring before the voicemail answers (one ring is approximately 4 seconds)
9. Press the  Key to save your changes.

Additional Call Features

Redial

The Redial function places a call to the last number dialed. To use the Redial function,

1. Pick up the handset or use the speakerphone key 
2. Press the redial button

Mute

The mute feature allows you to hear the other party, but they cannot hear you. To mute the handset or speakerphone during a call:

1. Press the mute key . The Mute key will light to indicate that the microphone has been muted.

Press the MUTE button again to re-enable the microphone.

Call Log (Call Record)

The Desk Phone automatically keeps a list of received, dialed and missed calls. You can scroll through the various lists to review these calls and see when they were received or made. You can also save, edit and use numbers on these lists. For example, if you see that someone called while you were out, but did not leave a message,

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you can return their call right from the missed calls list, and if you like, you can then edit and save that number to your personal phone book. The Desk Phone stores the last ten numbers received, missed and dialed.

To Display the Call Log

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to CALL RECORD.
3. Press the ☒ Key.
4. "Call Record Type" will be displayed. Make your choice from the options for Dialed Calls, Missed Calls, or Received Calls
5. Press the ☒ Key.
6. The calls stored in the chosen option will be displayed.
7. When done, press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ☒ Key.

Speed Dial list

Up to ten Speed Dial Numbers can be programmed per phone.

Program system speed dial list – numbers and names

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to SPEED DIAL
3. Press the ☒ Key.
4. "Speed Dial [0 – 9]:" will be displayed
5. Press the Up or Down arrow, "Speed Dial Setting" will be displayed.
6. Press the UP or Down arrow to select the Speed Dial entry and select "EDIT"
7. Enter the appropriate data
8. Press the ☒ Key
9. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
10. Press the ☒ Key

When prompted for an entry, press 2 once for 2, twice for A, three times for B, four times for C; press 3 once for 3, twice for D, three times for E, four times for F; and so on.



Wait two seconds for the screen cursor to move on before entering the next letter or press the "NEXT" key to move to the next character or numeral.

On completion of the entry, press the ☒ Key.

Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.

Press the ☒ Key.

Dial a number in the system speed dial list

1. Pick up the handset or press the speakerphone key 
2. Press the SPD Softkey
3. Enter the speed dial number
4. Press the  key

Personal Phone Book

The Desk Phone can store 400 numbers in a Personal Phone Book. Numbers can be dialed directly from the phone list and you can edit then save received or missed calls to this personal directory from the received, missed and dialed call lists. In addition, if you receive a call on your Desk Phone from a number that is in your personal phone book, the calling name that you entered in the directory is displayed.



Program your Phone Book list

Press the Directory key or the DOWN arrow on the navigation pad to access the Phone Book.

1. Select the entry you wish to program. Up to 400 entries are available per Desk Phone
2. Press the "EDIT" button under the display
3. Select "Name", "Number", or "Ring"
4. Enter the appropriate data for the selection.

When prompted for an entry, press 2 once for 2, twice for A, three times for B, four times for C; press 3 once for 3, twice for D, three times for E, four times for F; and so on.

For a 1, press 1 once, for a space, press 1 twice, for a period, press 1 three times and for a comma press 1 four times.

5. Wait two seconds for the screen cursor to move on before entering the next letter or press the "NEXT" key to move to the next character or numeral.
6. On completion of the name, press the  Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the  Key

Dial a number from your Phone Book

1. Press the Directory key or the DOWN arrow on the navigation pad to access the Personal Directory.
2. Select the entry you wish to program. Up to 400 entries are available per Desk Phone.
3. Press the "DIAL" button under the display.

Auto Answer

Auto Answer, when set, will ring the called station two times and then automatically answer the call in speakerphone mode using the speakerphone.

Set Auto Answer

1. Press the CONFIG button under the display.
2. Use the DOWN arrow of the navigation pad to scroll to AUTO ANSWER.
3. Press the ☒ Key.
4. "Auto Answer: Off" will be displayed.
5. Using the Up or Down arrow, select "On".
6. Press the ☒ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ☒ Key.

Cancel Auto Answer

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to AUTO ANSWER.
3. Press the ☒ Key.
4. "Auto Answer: On" will be displayed
5. Using the Up or Down arrow, select "Off"
6. Press the ☒ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ☒ Key.

Caller Blocking


Up to ten phone numbers can be blocked from reaching your phone when a caller attempts to call you from one of these numbers.

To Set Call Blocking from the Desk Phone

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to BLOCKING LIST.
3. Press the ☒ Key.
4. "Blocking List:" will be displayed. Enter a digit from 0 to 9.
5. Press the ☒ Key.
6. The options Del (Delete), Edit and Cancel will be displayed.
7. To enter a number, use the press the left softkey until NUM (for numeral) appears. Make the entry.
8. Press the ☒ Key.
9. When done, press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.

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-
10. Press the  Key.

Distinctive Ringing

Distinctive ring tones can be selected allowing adjacent users to tell which phone is ringing. Distinctive Ringing is set per phone and is for external calls only. You can change the ring tone of any phone through the LCD menu. Ring tones are named for various countries and the ring tones emulate the sound of a ringing phone in that country..

To set Distinctive Ringing from the Desk Phone

1. Press the CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to RING.
3. Press the  Key.
4. "Ring Tone:" will be displayed. Scroll to the country tone you wish to set
5. Press the  Key.
6. You will be returned to the previous menu

Inbound Caller ID

Two levels of Call ID are available. By default the phone number of the caller (providing it is not a blocked call) will be displayed on the ringing desk phone.

Optionally, you may purchase Caller ID Name and Number. If you have purchased this optional service, the name of the caller and phone number will scroll across the second line of the Desk Phone's LCD screen. The information will continue to scroll until the phone has been answered.



Note

You must purchase Caller ID with Name as an optional feature in order to see the callers name displayed on your phone.

Extension Set-Up options

Do Not Disturb

A Desk Phone can be set to Do Not Disturb (DND). When a phone is set to DND, any internal or external call will immediately route to that phone's voicemail box without ringing the phone.

Set DND

1. Press the CONFIG button under the display.
2. Use the DOWN arrow of the navigation pad to scroll to DND.
3. Press the ☒ Key.
4. "Do Not Disturb: Off" will be displayed.
5. Using the Up or Down arrow, select "On".
6. Press the ☒ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ☒ Key.

Cancel DND

1. Press the CONFIG button under the display.
2. Use the DOWN arrow of the navigation pad to scroll to DND.
3. Press the ☒ Key.
4. "Do Not Disturb: On" will be displayed.
5. Using the Up or Down arrow, select "Off".
6. Press the ☒ Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the ☒ Key.

Additional Volume Adjustments

In addition to using the volume keys on the phone you may adjust the following volume levels through the Config softkey on your phone:

Volume Control	Function
Ring Tone Volume	Controls the volume level of the phone ring
Handset Speaker	Controls the volume level to your ear when using the handset
Handset Mic	Controls the volume level to the other party when using the handset
Speakerphone	Controls the volume level coming out of the speakerphone

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Speakerphone Mic	Controls the volume level to the other party when using the speakerphone
Headset Speaker	Controls the volume level to your ear when using a headset
Headset Mic	Controls the volume level to the other party when using a headset

Program the Phone Volume feature from phone:

1. Press the CONFIG button under the display
2. "Volume" will be displayed as the first menu item
3. Press the ☒ Key.
4. Then select the Volume Control option you desire
5. After making your selection, use the UP and Down arrows to adjust the volume
6. Press the ☒ Key so save your change

Using a Fax Machine

To send and receive faxes, plug the phone cord from your fax machine into the yellow port marked "Fax" on the back of the Vertical Xcelerator IP. The fax machine must be plugged directly into the back of the base unit, and cannot be connected to your router or LAN.

If you are having problems with faxing, you may need to refer to your fax machine owner's manual and adjust the configuration on your fax machine. For best performance with Digital Phone Service:

If your fax machine has an "ECM" ("Error Correction Mode") feature, please disable this function,
Check your fax machine's speed (sometimes called "Baud Rate"), and set it to 9600 or lowest possible speed.



4.

Cordless Phones

Introduction

The DPS FLEX phone system supports up to 3 Cordless Phones per Cordless Transmitter. The Cordless Transmitter is used to connect the Cordless Phones to the AccessLine Network. The Cordless Transmitter can be plugged into any one of the 4 phone jacks on the back of the optional Base Unit or into your router or switch. Each Cordless Phone can take up to 2 calls but you may only have 3 simultaneous calls going with your 3 Cordless Phones (for example, 3 cordless phones may each have one phone call, or one cordless phone can be on a call with one call on hold, and one other cordless phone can be on a call).



Cordless Phone Features

Display

- 128 x 128 pixels, 65K color support, backlight
- Graphical menu system

Call and Phone Features

- 12 numerical keys, 5 navigation keys, 2 function keys
- Auto answer option (when Cordless Phone is lifted from the charger)

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-
- Key lock option
 - Call forward - all, busy, no answer
 - Call timer
 - Call transfer and call hold
 - Call waiting indication
 - Call park/pickup
 - Caller ID with name from phone book
 - Distinctive ringing
 - Call log of incoming/outgoing/missed calls
 - Call return (from call log)
 - Customizable phone settings
 - Intercom
 - Contacts List (up to 200 entries and 4 numbers per entry)
 - Voicemail
 - Speed dial support
 - Three-way conferencing
 - Call hang up (upon return to charging cradle)
 - On-hook dialing (pre-dial numbers before pressing off-hook button)

Audio Features

- Mute (disable microphone)
- Receiver volume control
- Ring tone melodies
- Ringer volume control
- Key sounds (click, DTMF, and special tones)
- Low battery and out-of-range audible warnings
- Speakerphone
- Headset jack (2.5 mm)

Cordless Handset Battery

- Li-Ion battery pack
- Standby Time (out of cradle): Approximately 40 hours
- Talk Time: Approximately 4 hours
- Recharge Time (in cradle): Approximately 4 hours
- Low Battery Indicator: The battery level indicator (at the upper right of the cordless handset display) will change to red when there is approximately 15% battery life remaining.

Other Cordless Phone Features

- Hearing aid compatible
- Automatic registration
- Status indicators in idle mode (signal, battery level, date and time)
- Message waiting indicator (missed calls, voicemail)

Getting Started

The Cordless Phones and Cordless Transmitter are shipped to you pre-configured. You do not have to do any configuring or programming of the Cordless Phone. Each Cordless Phone has been assigned a phone number and extension number. This

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section describes the function of the lights on the Cordless Transmitter and some of the initial phone startup screens.

Cordless Transmitter Basics

The Cordless Transmitter provides wireless connectivity to the Cordless Phones. The Lights on the front of the Cordless Transmitter indicate the current status. After the initial installation and activation, the POWER and I-NET and VOIP lights should remain lit.

The following describes the indicator lights, ports and buttons on the Cordless Transmitter which, in turn, provides information on the operating state.



Label	Description
POWER	Remains lit when the power is on.
I-NET	Remains lit when the Cordless Transmitter has an IP address and has been connected to the AccessLine Network. Flashes during boot.
VOIP	Remains lit when the Cordless Transmitter is connected to the AccessLine Network
CALL	Remains lit when a call is in progress
RESET (back of unit)	Press momentarily to reboot the unit, activate configuration changes, and enable Cordless Phone registration mode. Press and hold 15 seconds to reboot with factory default settings. All front panel lights come on when a factory restart is initiated. <i>NOTE: Any custom configuration settings are lost during a factory default.</i>
DC 9-20V (back of unit)	Indicates where the power plug connects
LAN (back of unit)	Indicates where the Ethernet cable connects (the other end of the Ethernet cable connects to either the Base Unit or your router or switch)

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LINE (back of unit)	Indicates the Telephone Line Connection port (PSTN), which is not used.
--------------------------------	---

Registering a Cordless Phone

Each Cordless Phone must be registered with your CORDLESS TRANSMITTER before it can be used. If the Cordless Phone is not registered, one of the following messages appears on the Cordless Phone displays:

Searching for Gateway

Or

Please place Cordless Phone in charger to start auto-registration with the gateway.

Reset the gateway to enable registration mode.

To register your Cordless Phone do the following:

1. Ensure the base unit is connected to power.
2. Place the Cordless Phone in the charger.
3. If the Cordless Phone does not register automatically, press and release the RESET button on the rear of the CORDLESS TRANSMITTER.

Pressing RESET reboots the CORDLESS TRANSMITTER, following which it remains in registration mode for 5 minutes. More than one Cordless Phone can be registered in this period. To start a new 5 minute registration period, press and release the RESET button again. Successful registration ends with the idle screen on the Cordless Phone as shown in the section Cordless Phone Idle Screen on page 62.



Note

If you encounter problems registering your Cordless Phone, try removing the Cordless Phone from the charger for approximately 5 seconds, and then replacing it in the charger, and then resetting the CORDLESS TRANSMITTER once again.

Cordless Phone Key Descriptions

The Cordless Phone has a front keypad as well as some side keys. These keys can be used to customize your Cordless Phone as well as make and manage calls.



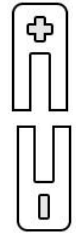

The following table describes the keys on the key panel of your Cordless Phone.



Keys	Key Description
	Softkeys - Select from the right and left choices displayed in the bottom corners of the Cordless Phone screen using the softkeys. The Cordless Phone idle screen softkeys are Call log (left key) and Options (right key).
	Green Key - Answer an incoming call with the green key. From idle mode the green key connects to the caller or dials the number you have entered or selected.
	Red Key - End calls and exit menus using the red key. The red key also clears messages display on the screen such as missed calls and voicemail alerts. Note- Pressing the red key while within a menu may exit without saving changes.)
	OK Key - Access the Main Menu from idle mode, and use the OK key to select menu items whenever the icon appears at the bottom of the Cordless Phone screen.
	Navigation Keys - Scroll through menu items using the left, right, top, and bottom navigational keys.




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	<p>Star Key - Change the input mode while entering text using the star key. The current input mode displays on the upper right corner of the screen.</p> <p>Lock or unlock the keypad from idle mode using the star key (press * then the Lock or Unlock softkey). A key appears at the top of the Cordless Phone display when the keypad is locked.</p>
	<p>Number Key - Toggle on or off the silent mode from the idle screen by pressing the “#” key, and pressing the Silence on or Silence off softkey as required</p>
	<p>Volume Keys - (Located on the side of the Cordless Phone.) Use the volume + and - keys during an active call to adjust the call volume.</p> <p>From idle mode, use the volume + key to view the system status menu, including the MAC address and IP address of your phone system.</p>
	<p>Speakerphone Key - (Located on the side of the Cordless Phone.) During a call you may toggle the speakerphone on and off using the speakerphone key.</p>

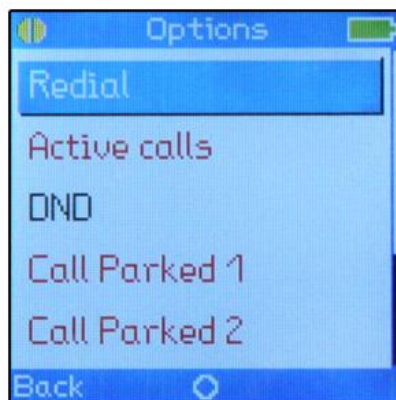
Connection Status

The following table describes the states of the Connection Status Icon. The Connection Status Icon indicates if the Cordless Phone is within range of the Cordless Transmitter

Connection Status	Description
	Black Black - Indicates out of range of the Cordless Transmitter
	Yellow Black - Indicates within range of the Cordless Transmitter, but not ready for calls
	Yellow Yellow - Indicates within range of the Cordless Transmitter and ready for calls


Idle Mode Options

When in idle mode, the Options softkey displays in the lower right corner of the screen. Pressing the Options softkey displays the following options:




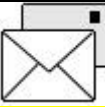



Option	Description
Redial	Allows you to redial the last number dialed.
Active Calls	Not used
DND	Allows you to enable/disable Do Not Disturb on your phone.
Call Parked 1 to 4	Shows you the status of the 4 Call Park positions. Red indicates the call park position is not in use, black indicates the position is in use.
Call Waiting	Allows you to enable/disable Call Waiting on your phone.

Cordless Phone Main Menu

To display the Main Menu on the Cordless Phone, press the circular  OK key in the center of the navigation keys.

The Cordless Phone Main Menu has five options to choose between when customizing and operating the phone.





Icon	Description
	Intercom - Allows you use the Intercom feature and broadcast to all Cordless Phones associated with the same Cordless Transmitter.
	Messages - Allows you to access and play your voicemail messages. By clicking the Voicemail icon, you will be presented with a screen that displays the number of new voicemail messages and the total number of voicemail messages in your voicemail box.
	Call Log - Allows you to access and view the Call Log which contains a list of all incoming, outgoing, and missed calls. From the Call Log, you can also perform the following: <ul style="list-style-type: none"> • Add a selected entry as a contact in the Contacts List • Remove an entry from the Call Log and place it in the Contacts List • Place a call from the entry over VoIP • Edit the entry for placing a call • Delete a single entry • Delete all entries
	Settings - Allows you to customize your phone using the following settings: <ul style="list-style-type: none"> • Audio Settings • Telephony Settings • System Settings (the System Settings are preconfigured for use with your AccessLine service, therefore this menu item is disabled via an access code, for use by AccessLine technical support personnel only.)
	Contacts - Allows you to access and view your Contacts List. From the Contacts List, you can also perform the following: <ul style="list-style-type: none"> • Place a call • Add a contact • Edit a contact • Delete a contact • Delete all contacts • Set up a speed dial

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Using the Volume Control

The volume control is located on the left side of the phone. You can increase or decrease the volume while on an active call as required. To adjust the volume on the phone, do the following.

1. Press the  key to increase the volume as required.
2. Press the  key to decrease the volume as required.

Using the Speakerphone

The speakerphone control is located on the left side of the phone beneath the volume control. You can use the speakerphone key while dialing or during an active call to turn the speakerphone on and off. To turn the speakerphone on and off do the following:

1. Press the speakerphone key  to turn the speakerphone on.
2. A speaker appears at the top of the Cordless Phone display when the speakerphone is on.
3. Press the speakerphone key  again to turn the speakerphone off.

Locking/Unlocking the Keypad

You can lock and unlock the keypad on the phone when required. When locked, it prevents unauthorized users from using your phone, and prevents you from accidentally hitting the keypad if you are carrying the phone around.

To lock or unlock the keypad do the following.

1. Press the * key.
2. Press the Lock or Unlock softkey.




Note

The keypad unlocks automatically when you answer an incoming call.

Making and Answering Calls

The following sections describe how to make and answer phone calls with your Cordless Phones.


Placing a call

1. In Idle mode, enter the number you want to dial.
2. Press the  key.





Paging (Intercom)

From any Cordless Phone, you may initiate a page which allows you to broadcast to all other Cordless Phones and Desk Phones

Initiating a Page

1. In Idle mode, dial the paging group number (all page is group 9100)
2. Press the  key.
3. Make your announcement then hang up




Note: You can also make an Intercom call from a Cordless Phone to only the other Cordless Phones associated with the same

Cordless Transmitter by pressing the OK  button, scrolling to the Intercom icon , pressing OK , selecting "All Handsets" and then pressing OK  again.

Calling a Contact






Since contacts may have more than one number listed, the number set as the default is dialed unless you specify otherwise.

To call a contact in the Contacts List and dial the default number for that contact, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Select a contact from the Contacts List to call, and then press the green key.




The phone dials the default phone number assigned to that contact.

If you want to dial one of the other numbers for the contact instead of the default number, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Select a contact from the Contacts List to call, and press OK .
4. Select a phone number from the list of numbers for that contact, and then press the Green key .

Calling from the Call Log




To call from an entry in the Call Log, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Call Log  and press OK  (or In Idle mode, press the Call log softkey).

-
3. Select the number you want to call, and then press the Green key

Calling Using Redial


To call using redial do the following.

1. In Idle mode, press the Options  softkey.
2. Select Redial, and then press OK .
3. The most recently dialed number displays.
4. Press the Green key  to call the number.

Calling Using Speed dial

To call using a speed dial key, do the following.

Note: You must pre configure the speed dial keys before using these procedures.


1. In Idle mode, press the speed dial key assigned to the contact you want to call.
2. Press the Green key .

Answering Calls

Your Cordless Phone allows you to turn on and off auto answer features, such as answering a call when removed the Cordless Phone from the charging cradle, or connecting to incoming calls when any key is pressed.

Answering a Call


To answer a call from the Cordless Phone do the following.

1. Pick up the Cordless Phone
2. Press the Green key .

Note: If the Cordless Phone has auto answer enabled and is in the Cordless Phone cradle, simply picking up the phone will answer the call.

Answering a Call on the Speaker Phone








To answer a call on Speaker Phone, do the following:

1. When the phone rings, press the Speaker Phone  button on the left side of the phone
2. Begin speaking

Auto Answer Mode

In auto answer mode your Cordless Phone can answer a call automatically when you pick it up from the charging cradle. If the phone is not in the charger, you must still press a key to answer a call.








To enable or disable auto answer mode do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Telephony settings, and press OK  4. Select Answer Mode, and press OK .
4. Select Auto answer, and press OK .
5. Navigate to Enabled or Disabled, and press OK  to select.

Any Key Answer Mode

You can choose to answer incoming calls by pressing any key, using the any key answer setting.

To enable or disable any key answer mode do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Telephony settings, and press OK .
4. Select Answer Mode, and press OK .
5. Select Any key answer, and press OK .
6. Navigate to Enabled or Disabled, and press OK  to select.

Caller ID


When you receive an incoming call, the Caller ID Number (if available) will be displayed on the phone.






An optional Caller ID Name feature is available from AccessLine that will allow the display of the caller's name (if available). Contact AccessLine customer care for information regarding availability and pricing for this option.

Handling Calls

Similar to the Desk Phones, the Cordless Phone can perform a host of call handling functions.

The table below describes the various call status icons you will see on your Cordless Phone screen depending on the activity you are performing.





Call Status	Description
	The green phone icon indicates that you have dial tone and may dial a phone number or extension

	The green phone icon with the raised handset indicates that you are connected to another phone
	The gray phone icon indicates that you are pre-dialing a phone number or extension. You must press the green key in order to place the call.
	The yellow phone icon indicates that a call is on hold
	The red phone icon indicates that you have disconnected.
	The green phone icon with a second yellow handset indicates that you are on one call with another call on hold

Placing a Call on Hold

You can place an active external call on hold if required. When a call is on hold, the “Call held” message displays at the top of the phone’s screen and the active call icon turns yellow. The caller on hold hears music playing until reconnected as an active call.


To place a call on hold, do the following.

1. During an active call, press the Options  softkey.
2. Select “Hold Call” and press OK .
3. Press the Back  softkey or the Red  key to return to the call.

Receiving a Second Call

While on an active call you may receive a second call on the same phone. You will be alerted to the second incoming call by a tone and will see the Caller ID information displayed on the screen.

To answer a second call, do the following.

1. Press the Green  key.
2. This will place the original caller on hold and connect you to the second caller

Swapping Calls


While on an active call with a call on hold you can swap calls, switching which call is on hold.

To make the call on hold active and leave the active call on hold do the following.

1. Press the Options  softkey.

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2. Select Swap calls and press OK 

Conferencing Calls

While on an active call with a second call on hold, you can connect to both calls at once.





To connect to both calls do the following.

1. Press the Options  softkey.
2. Select Conference and press OK 

Calling with a Call on Hold

You can make a second call while one call is on hold. The caller on hold hears music playing until reconnected as an active call.

To make a call while leaving a call on hold, do the following.

1. Place the active call on hold if you haven't already done so, (press the Options  softkey and select Hold call).
2. Enter a number or use the Options  softkey to find an Intercom, Contact, or Call Log number.
3. Press the Green  key to complete the call.
4. When the active call has disconnected or you have ended the call pressing the Red  key and you will return to the call on hold.

Transferring Calls






The Cordless Phone allows you to do both, attended (warm) and blind Call Transfer. You can transfer calls from your Cordless Phone to other Cordless Phones, Desk Phones or any other phone number.

Blind Call Transfer

Blind Transferring to another Cordless Phone or Desk Phone






You may transfer an active call to another Cordless Phone or Desk Phone.

To transfer a call to another Cordless Phone or Desk Phone do the following.

1. During an active call, press the Options  softkey
2. Select "Hold call" and press OK .
3. Press the Options  softkey.
4. Select Transfer, and press OK .
5. Dial the three digit extension number of the Cordless Phone or Desk phone that you want to transfer to.
6. Press OK  to transfer the call.

Blind Transferring to another phone number:








You may want to transfer an active call to another phone number. To transfer a call to a number you enter, do the following.

1. During an active call, press the Options  softkey
2. Select "Hold call" and press OK .
3. Press the Options  softkey.
4. Select Transfer, and press OK .
5. Dial the phone number that you want to transfer to.
6. Press OK  to transfer the call.

Blind Transferring to a Contacts List Number:

You may want to transfer an active call to a number in your Contacts List.






To transfer a call to a number in your Contacts List do the following.

1. During an active call, press the Options  softkey.
2. Select "Hold call" and press OK .
3. Press the Options  softkey.
4. Select Transfer, and press OK .
5. Press the Contacts  softkey.
6. Scroll through the contacts list and select the number you want, then press the Select  softkey.
7. Press the Green  key to connect the call to the contact and to you

Attended (Warm) Call Transfer

While on an active you can transfer a call to someone else and announce the call before completing the transfer.

To do an Attended (warm) Call Transfer, do the following.

1. Press the Options  softkey.
2. Select Hold
3. Press OK .
4. While on the screen that shows "Call Held" dial the phone number or extension you wish to transfer to.
5. Press OK .
6. You are now talking to the new party while the original caller is still on hold
7. When you are ready to transfer, press the Options  soft key
8. Select Transfer and press OK .
9. You phone will disconnect.

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Call Park

Parking a Call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone. Each Cordless Phone has 4 park positions. Each phone can park up to 2 calls at a time.



To group specific phones so only they may park calls for phones in the group, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To park an active call on your cordless phone:

1. During an active call, press the Options  softkey.
2. Scroll down to one of the free Call Parked positions (a free position is in red).
3. Press OK . The call will be parked.

Pickup a Parked Call


To pick up a call that has been parked on another phone:

1. From the Idle screen, press the Options  softkey.
2. Scroll down to desired in use Call Parked positions (the in use positions are in black)
3. Press OK  (the call will be released from Park on the other phone, and you will be connected to the call on the new phone)



Muting/Unmuting a Call

You can mute/unmute active calls if required. When a call is muted the bottom left softkey label reads Mute off, and although you can still hear the call, no one else connected to the call can hear you.

To mute or unmute a call, do the following:

1. During an active call, press the Mute  softkey.
2. Press the Mute off softkey to unmute the call.

Ending Calls




Press the Red  key. The Cordless Phone displays the call terminated icon  and then returns to the idle state screen.

Voicemail

Each Cordless Phone receives a Voicemail box which can record up to 90 minutes of messaging with a max of 5 minutes per




message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days. Similar to the Desk Phone, you may access voicemail through the phone, change your PIN and record your voicemail greeting.

To access your voicemail messages:




1. In Idle mode, press OK  to display the Main Menu.
2. Select Messages  and press OK  (the number of messages will be displayed)
3. Press Play to access your messages
4. Enter your PIN when prompted (the default pin code for your voicemail box is 0000)
5. Follow the voice menus to listen to your messages, delete your messages, record a greeting, or change your mailbox PIN.

Messages can be retrieved from your Cordless Phone, any other phone or through your personal website at www.accessline.com/login . When a message left in you voicemail box, your Cordless Phone will display a voicemail waiting icon. Additionally, your voicemail box can send an email to alert the user of the new message.

Setting up the voicemail box for the first time

1. In Idle mode, press OK  to display the Main Menu.
2. Select Messages  and press OK  (the number of messages will be displayed)
3. Press Play to access your messages
4. Enter your PIN code when prompted (the default pin code for your voicemail box is 0000)
5. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Cordless Phone

1. In Idle mode, press OK  to display the Main Menu.
2. Select Messages  and press OK  (the number of messages will be displayed)
3. Press Play to access your messages
4. Enter your PIN when prompted

The system will say, "You have _____ messages"

- 1** Replay message
- 2** Delete message **5** Confirm deletion
- 3** Mark message as new (Only used when listening to old messages.)
- 5** Go to next message
- 6** Forward message
- 7** Go to previous message
- 8** User Options (Change PIN, record greeting)
- 9** Place a call
- 9** ***** Return the call
- 9** ***** **1** Hear the return number
- 5** **5** Skip to old messages
- 7** **7** Go back to beginning of messages
- 0** Help

For all other Voicemail functions, please refer to the voicemail section for Desk Phones as Desk Phones and Cordless phones have the same voicemail features and capabilities.










Call Forwarding

Unconditional Call Forwarding

You can set your Cordless Phone to forward all calls to another phone number by using the Call Forwarding Unconditionally feature.

Configuring Unconditional Call Forwarding

To forward all calls to another phone number:










1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Telephony settings, and press OK .
4. Select Call Forwarding and press OK .
5. Select Unconditionally, and press OK .
6. Select "Enabled", and press OK  (or select "Disabled" if you want to disable unconditional call forwarding)
7. Enter the desired forwarding phone number, and press OK , then press the Yes softkey at the prompt to Save
8. Press the Red  key to go back to the idle menu

Busy Call Forwarding

You can set your Cordless Phone to forward calls if your phone is busy by using the Call Forwarding Busy feature.

Configuring Busy Call Forwarding

To forward all calls to another phone number when your phone is busy:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Telephony settings, and press OK .
4. Select Call Forwarding and press OK .
5. Select On Busy, and press OK .
6. Select "Enabled", and press OK  (or select "Disabled" if you want to disable unconditional call forwarding)
7. Enter the desired forwarding phone number, and press OK , then press the Yes softkey at the prompt to Save
8. Press the Red  key to go back to the idle menu



Note









By default the On Busy Forwarding is set to forward to 200. 200 is the extension of the voicemail box. If you remove busy forwarding to 200, you must remember reestablish the forwarding to 200 in order for your calls to go to voicemail if your phone is busy.

No Answer Call Forwarding

You can set your Cordless Phone to forward calls if your phone is not answered by using the No Answer Call Forwarding feature.



Configuring No Answer Call Forwarding

To forward all calls to another phone number when your phone is not answered:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Telephony settings, and press OK .
4. Select Call Forwarding and press OK .
5. Select On No Answer, and press OK .
6. Select "Enabled", and press OK  (or select "Disabled" if you want to disable unconditional call forwarding)
7. Enter the desired forwarding phone number, and press OK 

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8. Enter the Timeout (number of seconds the phone should ring before forwarding) and press OK 
 9. Press the Yes softkey if prompted to Save
 10. Press the Red  key to go back to the idle menu




By default the On No Answer Forwarding is set to forward to the extension of the phone (for example if the phone is extension 105, the No Answer Forwarding is set to 105). If you remove No Answer Forwarding to the phone's extension, you must remember reestablish the forwarding to the phone's extension in order for your calls to go to voicemail if your phone is not answered.


Customizing Your Cordless Phone

Entering Text, Numbers, and Symbols

The Cordless Phone interface allows you to perform several options to customize your phone, some of which require you to enter text and numbers on the Cordless Phone screen. This section describes how to enter text and numbers on your phone.

When in an option requiring you to enter or edit text or numbers (for example when adding contacts to the Contacts List), the following softkeys display for your use:

The Erase  softkey enables you to backspace and erase character that was just entered.

The Options  softkey provides you with the following two options:

- Input mode
- Insert symbol

Text Input Modes

When you reach a screen requiring text or numerical input, the Options softkey on the right allows you to switch between different types of input. Pressing the Options softkey you can choose between Input mode (for characters) and Insert symbol.

Input Characters:



Input mode allows you to select the format you want to enter text or numbers. You can select from the following formats for entering characters:

You can change the case of the letters as required and enable the numbers (even in the middle of text characters) by pressing the * key.

To change the text input mode when on a screen that requires you to enter or edit characters do the following.

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1. Press the Options softkey.
 2. Select Input Mode and press OK 
 3. From the list of input modes, select the format you want to use to input characters or numbers, and press OK 

ABC Types all upper case letters.

Abc Types first letter in a sentence in upper case and the remaining letters in lower case.

abc Types all lower case letters.

123 Types numbers only.



Note



*While entering characters, you can press the * (star key) to quickly change the input mode. Whether selecting an input mode from the list, or pressing the* key, the current input mode displays in the upper right corner of the screen.*

Input Symbols

While inputting text or numbers, you can also insert symbol characters if required.

Input symbol brings up a screen of available symbols allowing you to insert symbols as needed.

To insert symbols when on a screen that requires you to enter or edit characters do the following.

1. Press the Options softkey.
2. Select Insert Symbol and press OK 
3. A screen displays available symbols.
4. Use the navigation keys to scroll to the symbol you want to insert.
5. Press OK 

The symbol you select displays in the position your cursor was in before you selected the symbol.

Time/Date and Time Zone

Your handset will automatically display the correct date and time of day according to the time zone associated with your location, as defined when you signed up for service. If the time zone is incorrect, please contact AccessLine Customer Care. You can temporarily adjust your time zone as shown below, however to make this change permanent in your account you must contact AccessLine Customer Care.








Temporarily Changing Time Zone

Time zones on the phone are specified in Greenwich Meridian Time (GMT) (same as Universal Time). GMT is measured from the Greenwich Meridian Line at the Royal Observatory in Greenwich. Greenwich is the place from where all time zones are measured.

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To temporarily change the time zone:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Telephony Settings, and press OK .
4. Select Time and Date, and press OK .
5. Select Time zone and press OK .
6. Select the appropriate time zone and press OK .






NOTE: Pacific Time = "GMT-8"
Mountain Time = "GMT-7"
Central Time = "GMT-6"
Eastern Time = "GMT-5"

IMPORTANT: This will temporarily change your time zone. To permanently change the time zone on your account, please contact AccessLine Customer Care).

Setting Do Not Disturb

You can set your phone to send incoming calls directly to voicemail when you don't want to be interrupted. When Do Not Disturb (DND) is enabled, "DND" will appear on the Idle Screen right below your extension number.




To enable or disable Do Not Disturb (DND) do the following.

1. From the idle screen, press the Options softkey.
2. Select DND and press OK .
3. Select Enabled or Disabled and press OK .
4. Press the red  key to exit.

Setting Call Waiting


You can set your phone to alert you when another call comes in during an active call using the call waiting feature. You can then choose to answer the new call (leaving the original call on hold). Call waiting can be turned off if you do not want to be interrupted by other calls while you are in the middle of a call. If call waiting is turned off, then other new incoming calls will route to your voicemail.

To enable or disable call waiting do the following.

1. From the idle screen, press the Options  softkey.
2. Select Call Waiting and press OK .
3. Select Enabled or Disabled and press OK .

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4. Press the red  key to exit.








Setting Audio

The Cordless Phone has a variety of audible indicators, ranging from incoming call rings to keypad button sounds. All sounds can be turned off or customized through the Cordless Phone menu.

Changing the Ringer Melody

You can specify a ringer melody for each type of call that you receive.







To change the ringer melody, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Audio settings, and press OK .
4. Select Ringer Melody, and press OK .
5. Select the type of call for which you want to specify a ringer melody, and press OK .
6. Select a ringer melody from the list to assign to the selected type of call. You can scroll through the list of melodies using the navigation keys and can hear a sample of the assigned melody by pressing the Play softkey.
7. Press OK .

Changing the Ringer Volume

You can increase or decrease the ringer volume on a Cordless Phone.





To change the ringer volume, do the following:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Audio settings, and press OK .
4. Select Ringer volume, and press OK .
5. Use the navigation keys to adjust the volume, and press OK .

Changing the Message Tone



You can set a tone that notifies you of a message waiting on your phone. You can also disable message tones if required.

To set a message tone on your phone, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK .
3. Select Audio settings, and press OK .







AccessLine Communications

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-
4. Select Message tone, and press OK 
 5. Select a tone from the list that notifies you of messages on your phone. You can scroll through the list of tones using the navigation keys and hear a sample of the tone by pressing the Play softkey. To disable message tones, select Silent.
 6. Press OK 

Changing the Keypad Sound






When you press the keys on the keypad, a default tone is audible. You can change this tone or disable it if required. To change the keypad sound:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK 
3. Select Audio settings, and press OK  4. Select Keypad sound, and press OK 
4. Select a sound from the list that you want to hear when you press the keypad. You can scroll through the list of sounds using the navigation keys. To disable keypad sounds, select Silent.
5. Press OK 

Changing Advisory Tones


Advisory tones warn you that something is about to happen or is happening. There are three advisory tones you can enable or disable individually.



To set Advisory Tones on the Cordless Phone do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK 
3. Select Audio settings, and press OK 
4. Select Advisory tones, and press OK 
5. Select the type of tone you want to enable or disable by pressing the OK key.

Enabling/Disabling Silent Mode

You can enable or disable a silent mode on the phone. When disabled, all ringer melodies, tones, confirmation sounds, and advisory tones are disabled. To enable/ disable silent mode:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Settings  and press OK 
3. Select Audio settings, and press OK 

-
4. Select Silence, and press OK 
 5. Select Silent on to disable all sounds on the phone. Select Silent off to hear all sounds as you use the phone.
 6. Press OK  to save the setting.



Note: You can also enable or disable the silent mode from the idle screen by pressing the “#” key, and pressing the Silence on softkey or Silence off softkey as required.

Managing Contacts

Contacts List

The Contacts List on your phone is empty by default. You can manually enter new contacts in the list as required. Contacts stored on the cordless phone are separate from contacts stored on Desk Phones. The Contacts List allows you to enter a name and multiple numbers for each contact, as well as entering them in a contact group and assigning a special ring tone.

The Contact screen also provides an Options softkey that allows you to perform additional tasks in the Contacts List such as:

Add Contact - Allows you to add new contacts to the Contacts List.

Edit Contact - Allows you to edit contacts in the Contacts List.

Delete Contact - Allows you to delete a contact from the Contacts List.








Delete All Contacts - Allows you to delete all of the contacts from the Contacts List.

Speed Dial - Allows you to add a selected contact to a specific speed dial key. Available speed dial keys are 1 through 9. The Speed dial can be used by pressing the applicable key on the phone's keypad.

Groups - Allows you to add, edit, delete, and assign ring melodies to a group of contacts.



Adding a Contact

To add a contact to the contacts list do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Press the Options  softkey.
4. Select Add contact, and press OK .
5. Press the Edit softkey, enter a name for this contact, and press OK .
6. When entering the name, press the * key to toggle the input modes. The current input mode displays in the upper right corner of the screen. Press the Options  softkey to select Insert symbol if required.










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-
7. Scroll to the type of number you want to add, and press OK 
 8. For each contact, you can assign the following phone numbers:
 - Home number
 - Cell number
 - Business number
 - Other number
 9. Enter the phone number and press OK 
 10. Press the Save softkey to save the contact.






Editing a Contact

To edit an existing contact, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK 
3. Select the contact you want to edit.
4. Press the Options  softkey.
5. Select Edit contact, and press OK 
 - A. To edit the name of the contact, scroll to the name and press the Edit softkey. Edit the contact name as applicable.
 - B. To edit a number for the contact, scroll to the number and press the Edit softkey. Edit the number as applicable. Press the Options softkey to set the Number Type (Home, Mobile, Work, Other), set the number to be used as the Default number, or place a Pause after a digit to pause between digits when dialing.
 - C. To edit the ringer melody for the contact scroll down to Ringer melody and press the Edit softkey. Scroll to the melody you want and press OK  to select.
 - D. To use the Group associated with this contact, scroll down to Groups and press OK , then select the group you want to associate with this contact, then press OK .
6. Press the Back softkey and OK  as necessary to return to the contact entry.
7. Press the Save softkey, and then press the Yes softkey at the save prompt.

Deleting a Contact

To delete a contact from the contacts list, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK 
3. Select the contact you want to delete.
4. Press the Options  softkey.
5. Select Delete contact, and press OK 






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-
6. Press the Yes softkey at the delete prompt.

Deleting All Contacts











To delete all contacts in the Cordless Phone list, do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Press the Options  softkey.
4. Select Delete all contacts, and press OK .
5. Press the Yes softkey at the delete prompt.

Changing the Default Number for a Contact

The first number you save for a contact is automatically the default number. If you've created a speed dial for a contact, for example, it is always the default number that is dialed. You can change the default number for a contact as required.






To change the default number for a contact:



1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Select the contact for which you want to change the default number.
4. Press the Options  softkey.
5. Select Edit contact, and press OK .
6. Select the number you want to use as the default number for this contact, and press the Edit softkey.
7. Press the Options  softkey.
8. Select Default from the list of options, and press OK  and press the Yes  softkey at the prompt to confirm ...The number is now set as the default for this contact.
9. Press the Red  key to return to the contact. The new default number will be displayed in bold.
10. Press the Save  softkey to save the setting, and press the Yes softkey at the save prompt.

Creating a Speed dial for a Contact

You can create a speed dial to use for a specific contact in your Contacts List allowing you to call the number quickly.

To create a speed dial for a contact:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Select the contact for which you want to create a speed dial, and press the Options  softkey.
4. Select Speed dial, and press OK .

-
5. Select a speed dial key (from 1 through 9) to assign to the contact.
 6. Press the Add  softkey to add the contact to that speed dial key.
 7. The speed dial is immediately applied.
 8. Press the Red  key to exit.



Note: To call a speed dial entry press the speed dial number and then press OK ...

Note: In the speed dial screen, to replace an existing entry select the speed dial entry you want to replace, and press the Replace softkey. To delete a speed dial key, scroll to the speed dial you want to delete and press the Delete softkey.










Groups of Contacts

Adding contacts to groups allows you to view pages of entries by group, simplifying looking people up in a large Contacts List. You can also assign ring tones to groups of contacts, helping you identify incoming calls.







Creating a Contact Group





Before you can add a contact to a group, you must create the empty group. Each group has its own page in the Contacts List accessed using the right and left navigation keys.

To add a group to your Contacts List do the following.

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Press the Options  softkey.
4. Scroll down to select Groups and press OK .
5. Press the Options  softkey again.
6. Select Add group and press OK .
7. Enter the name for your new group, and press OK .
8. Press the Yes  softkey when prompted to save.

Adding a Contact to a Group

1. In Idle mode, press OK  to display the Main Menu.
2. Select Contacts  and press OK .
3. Select the contact to add to a group and press the Options  softkey.
4. Scroll down to Edit contact and press OK .
5. On the Contacts page scroll past the icons to Groups and press OK .

-
6. Select the group or groups you want this contact added to using the OK  key.
 7. Press the Red  key to return to the contact page.
 8. Press the Save  softkey to save your changes to this contact, pressing the Yes  softkey when prompted.

Call Log

The call log keeps track of all your incoming and outgoing calls. It consists of four pages or screens that you can scroll through using the navigation keys on the Cordless Phone, including a page of all calls, and then lists by category. The following icons apply to calls in the Call Log.

Incoming 






Outgoing 

Missed 

The call log stores up to 30 numbers. For each call the call log keeps track of the number (if available), the date and time of the call, and the type of call: incoming, outgoing, or missed. If the caller's name and number is stored in the Contacts List, the caller's name displays. A number or name is only listed once, but all missed calls are counted so you can see how many times the same caller has tried to reach you.

Viewing Entries in the Call Log

To view entries in the Call Log:

1. In Idle mode, press OK  to display the Main Menu.
2. Select Call Log  and press OK  (or in Idle mode, press the Call log  softkey).
3. Use the up and down navigation keys to scroll through the names and numbers on each page.
4. Use the right and left navigation keys to scroll through each page (All calls, Missed calls, Incoming calls, Outgoing calls).
5. Use the Options  softkey on each page to perform additional tasks on your Call Log entries, including:
 - Add as contact
 - Append to contact
 - Call on VoIP
 - Edit for call
 - Delete
 - Delete list

AccessLine Communications

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Resetting the Cordless Transmitter

In order for your Cordless Phones to register with the Cordless Transmitter, when you first install a new Cordless Phone you must press the RESET button on the rear of the Cordless Transmitter.

Once your phone is registered you should not need to repeat this procedure.

Each time you reset the Cordless Transmitter, the Cordless Phones will re-register. Make sure Cordless Phones are within range of the Cordless Transmitter to register properly.

To reset the CORDLESS TRANSMITTER:

- Momentarily press and release the RESET button on the rear of the CORDLESS TRANSMITTER (do not hold it down).
- On the front of the CORDLESS TRANSMITTER, the POWER light will remain on steadily during a reset and the I-NET light will flash and the VoIP light will go out.
- After a few minutes when the reset is complete the I-NET light will remain on steadily, and the VoIP light will come back on, indicating the CORDLESS TRANSMITTER is ready to use.

Note: Check to be sure all Cordless Phones are registered (or reconnected) properly with the CORDLESS TRANSMITTER after the reset is complete.

4 Administrator Functions

The Administrator has the ability to make configuration changes to phones and other pieces of equipment. Some changes can be made through the phone, but most changes and capabilities are accessed through the Admin Portal.

Making Changes through a Desk Phone

You may enter the Administrator menus through any Desk Phone. Once you have accessed the Administrator menu, you may change the Administrator password, lock/unlock the phone and reboot the phone

Changing the Desk Phone Administrator Password

The default Administrator Password for the Desk Phones is 9999. You may change it to any number between 1 and 9 digits.

Change the Admin Password from the desk phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until "Admin" is displayed.
3. Press the ☒ Key.
4. Enter the Admin Code- 9999 is the default
5. Press the ☒ Key.
6. Select Account from the menu
7. The menu will display Account Type: User
8. Press the ☒ Key.
9. Use the down arrow key to select Password
10. Press the ☒ Key.
11. Enter the new numeric password
12. Press the ☒ Key.
13. Reenter the new numeric password when prompted
14. Press the ☒ Key.

Phone Lock/Unlock


The desk phone lock feature is used to prevent calls from being made from a specific extension. A locked extension will continue to receive incoming calls. This feature can be enabled from the Desk Phone keypad within the Admin menu.

Program the Phone Lock feature from a desk phone

1. Press the CONFIG button under the display
2. Scroll Down using the DOWN arrow on the navigation pad until "Admin" is displayed.
3. Press the ☒ Key.
4. Enter the Admin Code- 9999 is the default
5. Press the ☒ Key.
6. Select Phone Lock from the menu
7. "Phone lock: Off " will be displayed. Press the up or down arrows on the navigation pad to set this option to "On".
8. Press the ☒ Key
9. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.

AccessLine Communications

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-
10. Press the  Key.

Unlocking a Phone

1. The desk phone will show: Phone Locked... PIN:
2. Enter the Admin Code-9999 is the default
3. The phone will unlock

Making Changes through the Web-based Admin Portal

The Admin Portal allows you to manage virtually all aspects of your AccessLine phone system and phone service.

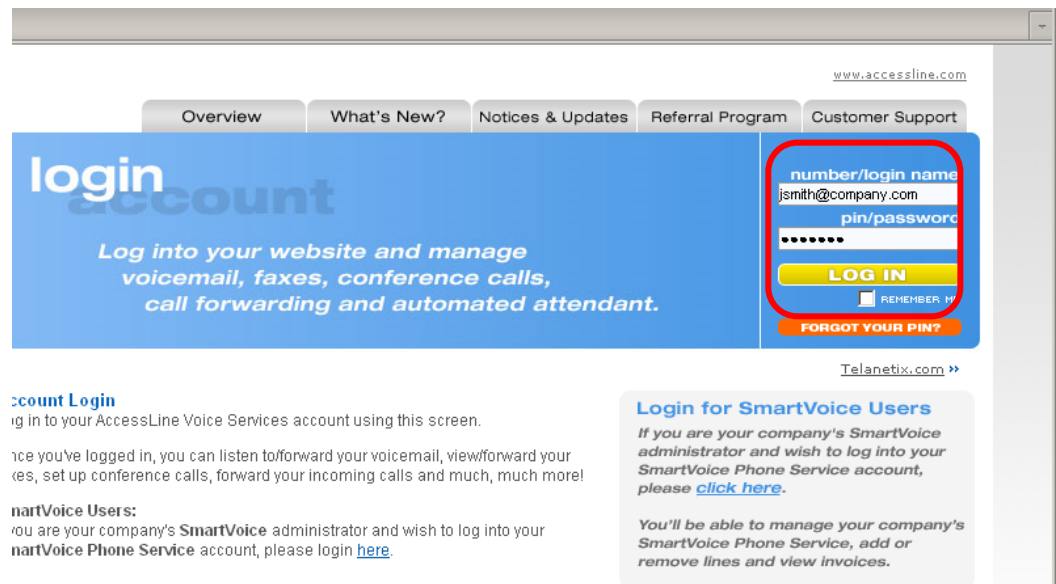
From the Admin Portal you may:

- Activate your phone lines
- View your Account Summary
- View your current and past invoices
- Make a change to your credit card information
- Change your Administrator Information
- View your phone numbers and extensions
- Make changes to Desk and Cordless phones including changing extension numbers, names, failover routing and 911 address
- Upload new hold music or hold messages and assign it to specific phones
- Create voicemail groups for quickly sending voicemail messages
- Create Call Park and Paging groups to segment phones by location
- View Call History for any phone
- Quickly log in to other services such as your Auto Attendant or Conferencing Number
- View your pending and filled orders

Logging In

In order to use the features of the Admin Portal, first you must log in to the website. You should have received an email from AccessLine with a link to a web page that helps you create your User Name and Password. If you have not received this email, please contact AccessLine Customer Service.

1. Go to www.accessline.com/login
2. Enter your User Name in the first field
3. Enter your Password in the second field
4. Click the LOG IN button



www.accessline.com

Overview What's New? Notices & Updates Referral Program Customer Support

login account

Log into your website and manage voicemail, faxes, conference calls, call forwarding and automated attendant.

number/login name
jsmith@company.com

pin/password

LOG IN

☐ REMEMBER ME

[FORGOT YOUR PIN?](#)

[Telanetix.com >>](#)

Account Login

Log in to your AccessLine Voice Services account using this screen.

Once you've logged in, you can listen to/forward your voicemail, view/forward your faxes, set up conference calls, forward your incoming calls and much, much more!

SmartVoice Users:
If you are your company's **SmartVoice** administrator and wish to log into your **SmartVoice Phone Service** account, please login [here](#).

Login for SmartVoice Users

If you are your company's **SmartVoice** administrator and wish to log into your **SmartVoice Phone Service** account, please [click here](#).

You'll be able to manage your company's **SmartVoice Phone Service**, add or remove lines and view invoices.

Viewing a List of your Phone Numbers and Extensions

To view a list of all phone numbers and extensions, click the Numbers & Extensions tab within the Admin Portal. You will be presented with a sortable table displaying all phone numbers, extensions, equipment and services. To view detailed information or make a change to a phone, piece of equipment or service click the associated Edit button.

AccessLine

AdminPortal

Log out

Tue, Mar 8, 2011

ACCOUNT INFO

NUMBERS & EXTENSIONS

LINES

EQUIPMENT

HOLD MUSIC

GROUPS

BILLING

HELP

Mark Sher

Mark's Flex Demo

NUMBERS & EXTENSIONS

Numbers & Extensions

HELP

The table below shows all of your phone numbers and extensions. Click the Edit button associated with any phone number to make changes or view specific features or information about that phone. If a phone is not currently connected to the AccessLine network, any change you make to the phone will be implemented once the phone is connected. To view or edit Virtual Extensions, please login to your Auto Attendant account via the web.

print this page

Extension

Phone Numbers	Ext	Type	Line Type	Address	First Name	Last Name	Edit
2065277400		Auto Attendant		11201 SE 8th St Ste 200 Bellevue WA 98004-6420		Auto Attendant	Edit
2065277441	100	Desk Phone	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Lando	Calrissian	Edit
2065277425	101	Desk Phone	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Princess	Leia	Edit
2065277442	102	Desk Phone	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Chew	Bacca	Edit
2065277413	103	Desk Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Maxwell	Smart	Edit
2065277453	104	Cordless Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Admiral	Ackbar	Edit
2065277460	106	Cordless Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Luke	Skywalker	Edit
2065277439	107	Cordless Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	Han	Solo	Edit
2065277466	111	Desk Phone	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420	James	Bond	Edit
	555	Virtual Extension			Mark	Sherman	
2065277435	898	Fax Adapter	Single	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420			Edit
2065277423	899	Base Unit	Shared	11201 SE 8TH ST STE 200 BELLEVUE WA 98004-6420			Edit

Done

Moving a Stand Alone Phone


A Stand Alone Phone is a phone that is not associated with an optional Base Unit. You may move any Stand Alone Phone to a new address providing the address is within the AccessLine coverage area. Before moving the phone:

1. Click the Edit button associated with the phone you wish to move
2. Select the 911 Address tab
3. Enter the new address in the address fields provided
4. Wait for the web page to confirm that the address is with the AccessLine coverage area
5. Unplug the phone and move it to the new location.



Note

Note- It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.

 AdminPortal LOG OUT

Tue, Mar 8, 2011

ACCOUNT INFO NUMBERS & EXTENSIONS LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number Display Name Time Zone Caller ID Failover Routing Groups **911 Address** Call History Info

It is very important that this phone resides at the address shown on this screen.
If you dial 911 from this phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on this screen.

You may move this phone to a new address providing you have updated this page with the new address AND the system has validated that the new address is within the 911 coverage area.

Street : 11201 SE 8TH ST

Street 2 : STE 200

City : BELLEVUE

State : Washington

Postal Code : 98004-6420

Country : United States

☐ [I have read and understand the 911 Terms and Conditions](#)

Update Address Reset Cancel

Moving a Shared Line Phone

A Shared Line Phone is a phone that is associated with an optional Base Unit. You may move any Shared Line Phone to a new address providing the address is on the same local area network as the Base Unit (for example to a different floor or suite). You may also move all phone and the Base Unit to a new address providing the new address is within the AccessLine coverage area. Before moving the phone or phone system:

1. Click the Edit button associated with the phone you wish to move
2. Select the 911 Address tab
3. Enter the new address in the address fields provided
4. Determine if you are moving one phone or all phones and equipment at that address
5. Wait for the web page to confirm that the address is with the AccessLine coverage area
6. Unplug the phone and move it to the new location.



Note

Note- It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.

AccessLine

AdminPortal

LOG OUT

Wed, Mar 9, 2011

ACCOUNT INFONUMBERS & EXTENSIONS LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark SherMark's Flex DemoNUMBERS & EXTENSIONS

Edit Desk Phone 2065277441

Extension NumberDisplay NameTime ZoneCaller IDFailover RoutingGroups911 AddressCall HistoryInfo

This phone is grouped with other phones through a phone system Base Unit.
This phone may reside at any address providing it is still connected to the same Local Area Network as the Base Unit.
If you wish to move this phone to an address not connected to this Local Area Network, please contact customer service.

Street:11201 SE 8TH ST

Street 2:STE 200

City:BELLEVUE

State:Washington

Postal Code:98004-6420

Country:United States

☒ Update Address For This Phone Only
☐ Update Address For All Shared Line Phones and Base Unit At This Location
☐ [I have read and understand the 911 Terms and Conditions](#)

Update Address

Reset

Cancel

Changing the Extension Number of a Phone

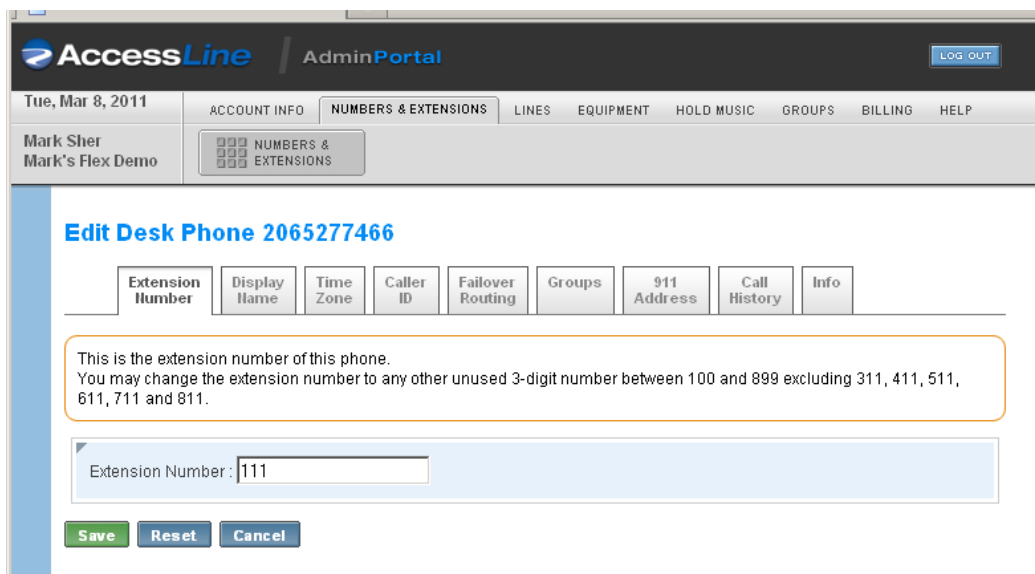
Each phone automatically receives an extension number. You may change the extension number of any phone or swap the extension numbers of two phones.

To change an extension number:

1. Enter the new number in the required field
2. Click the Save button.



Note- You may change the extension number to any other unused 3-digit number between 100 and 899 excluding 311, 411, 511, 611, 711 and 811.



AccessLine AdminPortal [LOG OUT](#)

Tue, Mar 8, 2011

ACCOUNT INFO **NUMBERS & EXTENSIONS** LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number	Display Name	Time Zone	Caller ID	Failover Routing	Groups	911 Address	Call History	Info
------------------	--------------	-----------	-----------	------------------	--------	-------------	--------------	------

This is the extension number of this phone.
You may change the extension number to any other unused 3-digit number between 100 and 899 excluding 311, 411, 511, 611, 711 and 811.

Extension Number:

[Save](#) [Reset](#) [Cancel](#)

Changing the Display Name of a Phone

By default, phones do not have display names. When you call from one phone to another phone within the phone system, the display name is shown on the screen of the called phone so that person knows who is calling.

To add a display name to a phone:

1. Enter the name in the required fields
2. Click the Save button.

AccessLine AdminPortal

Tue, Mar 8, 2011

ACCOUNT INFO NUMBERS & EXTENSIONS LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

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Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number	Display Name	Time Zone	Caller ID	Failover Routing	Groups	911 Address	Call History	Info
------------------	--------------	-----------	-----------	------------------	--------	-------------	--------------	------

When you call from one phone to another phone within the phone system, this is the name shown on the screen of the called phone so that person knows who is calling.

First Name :

Last Name :

Changing the Time Zone of a Phone

Each Stand Alone phone can have a different Time Zone. All shared line phones share the same Time Zone. The Time Zone controls the time displayed on the phone screen and the time stamp on the phone's call log. To change the Time Zone:

1. Select a new Time Zone from the list
2. Click the Save button

AccessLine AdminPortal

Tue, Mar 8, 2011

ACCOUNT INFO NUMBERS & EXTENSIONS LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

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NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number	Display Name	Time Zone	Caller ID	Failover Routing	Groups	911 Address	Call History	Info
------------------	--------------	-----------	-----------	------------------	--------	-------------	--------------	------

This is Time Zone for this phone.
The Time Zone controls the time displayed on the phone screen and the time stamp on the phone's call log.

Time Zone :

AccessLine Communications

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Changing the Outbound Caller ID of a Phone

The Outbound Caller ID is the phone number that is presented to other phones when you place a call from a phone. Each phone can have a unique Outbound Caller ID, all phones can have the same Outbound Caller ID or you can choose any Outbound Caller ID for any phone.

To change the Outbound Caller ID:

1. Select between:
 - The phone number assigned to the phone
 - Any other phone number assigned to your company
 - Block Outbound Caller ID from the phone
2. Click the Save button



Note

Note: Changes to the Outbound Caller ID may take up 10 minutes to process.

AccessLine | AdminPortal LOG OUT

Tue, Mar 8, 2011

ACCOUNT INFO NUMBERS & EXTENSIONS LINES EQUIPMENT HOLD MUSIC GROUPS BILLING HELP

Mark Sher
Mark's Flex Demo

NUMBERS & EXTENSIONS

Edit Desk Phone 2065277466

Extension Number

Display Name

Time Zone

Caller ID

Failover Routing

Groups

911 Address

Call History

Info

• Important Note: Changes to the Outbound Caller ID may take up 10 minutes to process.

This is the phone number that is presented to other phones when you place a call from this phone. Choose between the phone number assigned to this phone, any other phone number assigned to your company or block the Caller ID from this phone.

Outbound Caller ID :

☐ 2065277466

☒ 2065277400, Auto Attendant

☐ Block Outbound Caller ID

Save

Reset

Cancel

Changing the Failover Routing of a Phone

Failover Routing allows the phone to be automatically forwarded to another phone number in the event of a phone network, power or local network outage.

To change the Failover Routing:

1. Select between:
 - Sending calls to the phone's voicemail box
 - Any other phone number such as a cell phone
2. Click the Save button

The screenshot shows the 'AccessLine AdminPortal' interface. At the top, there's a navigation bar with 'ACCOUNT INFO', 'NUMBERS & EXTENSIONS' (selected), 'LINES', 'EQUIPMENT', 'HOLD MUSIC', 'GROUPS', 'BILLING', and 'HELP'. Below this, a sidebar shows 'Mark Sher' and 'Mark's Flex Demo'. The main content area is titled 'Edit Desk Phone 2065277466'. It features a tabbed interface with 'Extension Number', 'Display Name', 'Time Zone', 'Caller ID', 'Failover Routing' (selected), 'Groups', '911 Address', 'Call History', and 'Info'. A text box explains: 'Determine how calls should be handled in the event of a network or phone system outage. You may send calls to your voicemail box or any other phone number such as a cell phone.' The 'Failover Routing' section has a heading and a note: 'If this device is out of service or has lost network connection, send calls to :'. There are two radio buttons: 'Voicemail' (selected) and 'This Number :'. Below these are 'Save', 'Reset', and 'Cancel' buttons.

Viewing Call History for a Phone

Use this page to view all inbound and outbound calls for this Phone.

Select the timeframe and method of viewing by clicking the month within the appropriate column:

- View - Will display your call history within your browser window
- Downloadable File - Will provide a "CSV" downloadable file that you may load into spreadsheet programs

AdminPortal

LOG OUT

Tue, Mar 8, 2011

ACCOUNT INFO

NUMBERS & EXTENSIONS

LINES

EQUIPMENT

HOLD MUSIC

GROUPS

BILLING

HELP

Mark Sher

Mark's Flex Demo

NUMBERS & EXTENSIONS

Desk Phone 2065277466 Call History

Extension Number

Display Name

Time Zone

Caller ID

Failover Routing

Groups

911 Address

Call History

Info

Use this page to view all inbound and outbound calls for this Desk Phone.

Select the timeframe and method of viewing by clicking the month within the appropriate column:

- View** - Will display your call history within your browser window
- Downloadable File** - Will provide a "CSV" downloadable file that you may load into spreadsheet programs

Call History

View	Downloadable File
March '11	March '11
February '11	February '11

Admin Portal Additional Features:

For the following features, please refer to the Admin Portal Reference Guide:

- Viewing a list of your phone lines
- Viewing a list of all your phone equipment
- Using your own Hold Music
- Creating Call Park Groups
- Creating Paging Groups
- Creating company-wide Voicemail Distribution Groups
- Viewing your invoice
- Viewing and changing your credit card information
- Viewing your Order History